



# Muhammad Abbas

Oman House building near DAFZA metro station al quais Dubai.

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## Objective

To enhance my professional skills, capabilities and knowledge in an organization which recognizes the value of hard work and trusts me with responsibilities and challenges.

## Experience

- Transguard Group LLC** 01/06/2023 - Till  
Monitoring Assistant analyst  
Primary responsibility managing the 24/7 ATM monitoring to ensure maximum service availability to customers through professional monitoring software.  
Prognosis cash counters of bank ATM machines.  
Gunnebo for SCDM and recycle machines.  
Maintain and update records of ATM machines.  
Track and log technical incident report to resolve with in standard operation.  
Analyse and reconciling the differences in reports.  
Dealing with Banks and customers of different platform such as email, phone calls to ensure services as per standard operations.
- Transguard Group LLC** 01/03/2020 - 31/05/2023  
Crew Team leader  
First line Maintenance. Repairing of ATMS and cash deposit different models of (Gunnebo) machines, resolving the issues of parts receipt paper,Cash deposit,cash withdrawal and Card reader. Cash handling cassettes of ATM machines. Diagnose the error in machines and hardware problems.  
As a Atm technical support team,we are Resolving Technical problems of ATM machines by Technical support of NCR, Diebold, and wincor nixdorf engineers.  
Dealing with Cheque operations, and resolving the cheque deposit issue, Also collect cheques and deliver in Banks and Cheques  
operations. Filling of cash in Atm Machines and maintaining the records
- Transguard Group LLC** 28/01/2019 - 28/02/2020  
Cash Custodian  
Handling the cash and value able and deliver to customers with secure and safe journey.  
Maintain the delivery records and check and balance to the task and delivery reports.
- Kareemiya Technologies BPO** 12/09/2014 - 20/12/2018  
Team leader  
As call center Team leader, Dealing with customer service on UK based project England, Scotland and Wales for a law firm(solicitors).  
Taking up calls transfers from team and manage the claims and also checking up the quality of claims for the business processing and integrity of the center and business.  
Communicating with the customers for the products services and their benefits.  
Check and balance on the company's outsourcing programme and record files.  
Achieving the daily targets, weekly based targets and monthly as well.  
Getting the confirmation from insurance and the brokers regarding claims.
- Candle International** 01/01/2014 - 31/04/2014  
Field officer  
Working with local community as per companies task resolving their issues handling all the projects and maintain field work regarding the project.  
Arrange meetings with head of the committee and discuss work progress and performance

## **Education**

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- **University of Haripur**  
Bachlors of Arts  
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2017

## **Skills**

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- Team leader Decision Making Ability to work under pressure Self motivation Conflict resolution Computer Ms office Organizing Context Management Performance Sales Experience Project/Task management

## **Languages**

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- English Urdu Punjabi Hindko

## **Personal Details**

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- Nationality : Pakistan
- Religion : Islam
- Gender : Male
- Contact 2 : +92314-0966314
- What's app : +92319-8473136

## **Driving Licence**

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- UAE Driving licence.(Manual)  
International Driving Permit.  
Validity: 02/04/2024 TO 02/04/2025