

TANVEER ANJUM

CUSTOMER SERVICES, FRONT DESK & BANKING PROFESSIONAL

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CAREER OBJECTIVE

To contribute towards the growth and development of a dynamic organization where there are ample opportunities to grow both professionally and personally and where I can utilize my skills and experience efficiently and effectively.

PERSONAL DETAILS

- ❖ **Date of birth:** 15-Jan-1984
- ❖ **Gender:** Male
- ❖ **Marital status:** Married
- ❖ **Religion:** Islam
- ❖ **Nationality:** Pakistani
- ❖ **Address:** Muhalla Sharifpura, Narang Mandi, District Sheikhpura, Tehsil Muridke
- ❖ **Languages:** English, Arabic, Urdu, Hindi, Punjabi.

ACADEMIC HIGHLIGHTS

<u>Qualification</u>	<u>Institute</u>	<u>Duration</u>
❖ B. Com	University of the Punjab	2002-2004
❖ Intermediate Secondary School	BISE Lahore	2000-2002
❖ Matriculation	BISE Lahore	1998-1999

CAREER SNAPSHOT

➤ Teller and front Desk Officer Banking and money transfer

NATIONAL COMMERCIAL BANK KSA. From: Aug, 2013 to Nov, 2017

This company is one of the famous Banks of Saudi Arabia having more than **150 Branches Remittances Quick Pay money transfers** in all over Saudi Arabia more Than 1000 Employee.

Following are job responsibilities. I am working as **Teller and front Desk officer** at the same time.

Day-to-day Operations Related Responsibilities

- ❖ Responsible for the opening the Bank Account and for Deposit and transfer money.
- ❖ Handling the money transfer issue of the customers and teach them how to use ATM cards.
- ❖ Coordinate with correspondent of all countries of receiver Banks
- ❖ Assists The Branch Manager preparation daily sales and financial Reports.
- ❖ Responsible to prepare the audit files & to coordinate with Area Manager,
- ❖ Resolving discrepancies during external audit.
- ❖ Weekly review of Branch target and make planning for achieving monthly targets.
- ❖ Checking of Bank, Petty Cash payment & receipt vouchers.
- ❖ Answering the Daily Official E-Mail of higher Managements and Head office.
- ❖ Providing the Higher level customers services to the Daily in coming customers.

Sales and Marketing Related Responsibilities

- ❖ Selling the Different products of Bank like Life Insurance certificate lucky coupons for lucky draw etc.
- ❖ Visiting Big Group of companies in Saudi Arabia for Enhance the customers come to Branches.
- ❖ Create the Personal Links with Admin Department for increase the sale of Bank.
- ❖ Visiting the markets and mall of different Areas in Saudi Arabia for selling purposes.
- ❖ Collecting of data and coordinate the managements to improve the sale of Bank
- ❖ Use different tools to increase the sale and achieving the monthly Branch targets.

Money transfer Related Responsibilities as Teller

- ❖ Guiding the customers entering the correct information's of **Beneficiaries**.
- ❖ Sharing the customers of services provided Receiving agents in their countries like **cash pick up** and Bank Account Deposit.
- ❖ Guiding the customers of rules of different countries of Maximum amount receivable
- ❖ Collecting the cash and transfer the beneficiary account with correct information's provided by the customers.
- ❖ Answering customer's inquiries of transactions status.
- ❖ Providing the market competitive Exchange Rate.

On job training

- ❖ A culture of compliance –safeguarding our Business
- ❖ Online course of Data protection
- ❖ Money Gram rules and Regulations Session
- ❖ Rules of KYC and AML and TFC

Achievements

- ❖ Top ranking KPI monthly achieved Targets.
- ❖ Best performance CSR in the Area.
- ❖ Detected the fraud and inform Branch Manager.

Software used in Money transfer system

- ❖ NBL
- ❖ CCR
- ❖ BEAM10
- ❖ QP link

➤ Cashier and customer services representative Aviation and customer services *NATIONAL HANDLING SERVICES KSA.*

From: Aug, 2009 to Apr, 2012

This company is one of the largest Handling services company in Saudi Arabia more 3,000 Employee providing the services of different airlines at King Khalid international Airport Saudi Arabia.

Day-to-day Operations Related Responsibilities

- ❖ Welcome the customers and providing the services with smiling face.
- ❖ As cashier collecting the cash from the customer against issue the EBT, LMC, NO show Charges etc.
- ❖ Preparations of daily sales Reports and Managing the cash flow.
- ❖ Document check and Baggage transfer to different destinations,
- ❖ As per duty roster collecting the cash On Extra Baggage counter.
- ❖ Workings on the Boarding gate check the travel documents and good by the customers.
- ❖ As front Desk officer handling the customer on check – in counters.

➤ Working as Account Manger

Hayat pharmacy Narang Pakistatan.

From: Dec, 2020 to, till the Date.

- ❖ Working a Account Manger in Hayat pharmacy preparer the daily sales reports.
- ❖ Additional responsibilities of Administration.
- ❖ preparing internal and external Audit Reports.
- ❖ preparing yearly profit and loss Reports.
- ❖ Handling all purchasing and daily operation work and preparing salaries of all Staff.

On job training

- ❖ (PRS) PASSENGER RECEPTION SYSTEM.
- ❖ Service Delivery – Airport Operations.
- ❖ SECURITY AND DISRUPTIVE PASSENGER Program.
- ❖ DATA PROTECTION TRAINING.
- ❖ Customer's care and services

Achievements

- ❖ Appreciation certificate from NHS.
- ❖ Appreciation certificate from SGS.
- ❖ Customer services Certificate from British Airways.
- ❖ Customer services Certificate from Lufthansa.
- ❖ Customer services certificate from Pakistan international airline.

Software used as cashier and CSR

- ❖ Amadeus 1-Qatar Airways, 2-Eithad Airways, 3-Egypt Air
- ❖ Cyber 2-Pakistan International Airlines 3-Jet Airways
- ❖ Picture 1-Lufthansa
- ❖ Liaison 1-Air India 2-Royal Jordan
- ❖ PRS British Airways

MICROSOFT OFFICE PACKAGE

- Word
- Excel
- Outlook

STRENGTHS

- | | |
|---|---|
| ➤ Self-driven, result-oriented with a positive outlook and a clear focus on quality | ➤ Expert in customer services |
| ➤ Punctual and accurate working performance | ➤ Expert in sales and Marketing |
| ➤ Hard working and enthusiastic characteristic | ➤ High Level Analytic Aptitude |
| ➤ Thrive to work under pressure and exceed expectations | ➤ Pro-active and dynamic approach to work |
| ➤ Fast learner, adaptable and flexible | ➤ Skilled in all aspects of supervision, coaching and mentoring of team members |
| ➤ Effective communicator, with sound presentation and leadership skills | ➤ Strong verbal and written communication skills |

AREAS OF INTEREST

- Financial Management
- Sales and Accounting
- Customer services
- Banking & Treasury Management
- Cash Flow Management
- Budgeting and Forecasting

REFERENCES

References Will be furnished on demand