



Shawal Sajid

+971528657950
shawalsajid7863@gmail.com
All Rashdia st 22 A Dubai

OBJECTIVE

A young, energetic and top performing professional with 7 Year of work experience in UAE and Pakistan. Excellent communication, problem solving, and leadership skills. Committed to delivering comprehensive organization solutions and exceeding customer expectations. Proven track record of delivering exceptional customer service and achieving targets. Strong knowledge of regulatory compliance and banking procedure. Aspiring for a challenging position with the field of customer service, Accounts, Counter service, sales.

EXPERIENCE

Nov-
2024 -
Till Date

- **Front Line Associate**
Lulu International Exchange Dubai, UAE
Provide excellent customer service by assisting customers with currency exchange transactions, answering inquiries, and offering information on exchange. Receive payments in cash, process transactions, and provide customers with the correct change, ensuring the accuracy of all financial transactions. Greet and assist customers with a smile.

July-
2023 -
July-
2024

- **Tourist Guide**
Big One Adventure Tourism Dubai, UAE
Greeting and welcoming customers to the tour.
Directing customers to other, noncompeting services that might be of interest to them.
Ensure high customer satisfaction get good feedback from customers.
Informing customers about the itinerary for each tour.

Sep-
2019 -
Sep-
2021

- **Branch Service Officer**
United Bank Ltd Pakistan
Greet customers when entering or leaving the branch.
Handle all transactions with accuracy and security.
Track transactions on balance sheets and report any discrepancies.
Daily transactions vouchers checking, arranging as per bank SOP.
Handling high volume of cash, cheques, and foreign remittance.
Transfer cash collection to branch supervisor and generate necessary closing reports.

Oct-
2018 -
Sep-
2019

- **Cashier**
The Bank of Punjab Pakistan
Handling cash, cheques, CDRs, receiving bills, school fees, different government collections, and foreign remittances.
Follows bank policies and procedures.
Stay up-to-date with product information and promotions.

Prepare all files, reports, and vouchers daily for Audit.
Transfer cash collection to branch supervisor and generate necessary closing reports.

EDUCATION

- 2018 • **B.A(Graduation)**
University of Sargodha
2nd Div
- 2014 • **F.A**
Pioneer Science College
2nd Div
- 2012 • **Matric**
Dar-e-Arqam school Bhalwal
2nd Div

SKILLS

Good communication and presentation skills

100%

Ability to work and interact with team and group

80%

Can easily work under pressure and meet deadlines effectively

80%

Delivering excellence in customer service.

100%

ACHIEVEMENTS & AWARDS

- Certificate of Achievement Highest Number of Transaction's in Region

LANGUAGES

- English
- Urdu
- Punjabi
- Hindi

VISA TYPE

- Residenc

MATERIAL STATUS

- Married

DRIVING LICENCE

- UAE Driving Licence LMV 3

NATIONALITY

- Pakistan

PASSPORT

- DM5579113