

AITSHAM SARFRAZ



atishamsarfraz@gmail.com



+923135310590



Islamabad Pakistan



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Customer-oriented Staff Member with seven years of experience in Hospitality & customer services industry. Excellent interpersonal communication skills with focus on customer satisfaction when interacting with patrons. Collaborative, thoughtful team leader with clear, comprehensive and directive supervision.

Experience

HABIB BANK LIMITED (SADIQABAD BRANCH RAWALPINDI) PAKISTAN

(MANAGER TELLER SERVICES) (OCT 2024 TO MAR 2025)

- Supervision teller operations
- Staff management
- Handling customer services
- Support sales staff and services
- Compliance and security
- Team leadership
- Vault management
- Problem solving
- Debit card captured and new debit card delivered to customer & destroyed overdue cards
- Atm balancing & replenish
- Cheque book balancing & delivered to customer, destroyed overdue cheque books in system
- Locker balancing, issue new locker and surrender lockers as well

HABIB BANK LIMITED (GULZAR E QUAID BRANCH, MORGAH BRANCH, PAF BRANCH AND SADIQABAD BRANCH RAWALPINDI) PAKISTAN

CASH OFFICER (JUN-2022 TO TILL)

- Cash management
- Monitoring & managing cash flow
- Transaction processing
- Reconciling cash drawers
- Ensuring security
- Record keeping
- Maintaining equipment's
- Customer services
- Compliance

SHIFA INTERNATIONAL HOSPITAL H-8 ISLAMABAD PAKISTAN

(CASH REPRESENTATIVE) (FEB 2021 TO JUN 2022)

- Registration of new patients
- Receiving & processing payments for services records including cash cheques, credit cards & bank drafts.
- Creating accurate patient bills for services investigations & Procedure.
- Issuing receipts for all payments received
- Cash handling
- Processing refund for over payments or other eligible situations.
- Resolved customer complaints independently or with the aid of a supervisor.
- Assisted counter staff in packing ready orders and distributing them to customers.
- Maintained current knowledge of store promotions and highlighted sales to customers.

BRAODWAY TRAVELS INTERNATIONAL ISLAMABAD PAKISTAN

ACCOUNTANT

- Preparing asset, liability and capital account entries.
- Documenting financial transactions
- Reconciling the financial transactions
- Monitoring cash flow
- Managing payroll
- Preparing payments and managing accounts payable/receivable
- Updated customer payments through receipts and system

Education

- B.COM IN (IT) FROM UNIVERSTY OF SARGODHA PAKISTAN
- ICS, ISLAMABAD COLLEGE FOR BOYS PAKISTAN
- MATRIC (SCIENCE) FROM ABBOTTABAD PAKISTAN

SKILLS

- | | |
|------------------------|--------------------------|
| ♦ CustomerTransactions | ♦ CustomerRelations |
| ♦ Problem Solving | ♦ CallResponseand |
| ♦ Shipment Procedures | ♦ TransferPricing and |
| ♦ Cash Handling | ♦ MarkdownsCash Register |
| ♦ Payment Processing | |

OPERATIONAL SKILL

- ♦ CATALYST & ORACLE (accounting software's)
- ♦ Command on Microsoft excel & word
- ♦ MYSIS (banking software)

LANGUAGE

- ♦ English
- ♦ Urdu
- ♦ Punjabi Hindi
- ♦

HOBBIES

- ♦ Reading Books
- ♦ Reading current Affairs