**First Name of Application CV No 1626728**

Whatsapp Mobile: +971504753686



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Professional Experience

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| HSBC – dubai, UAE | 29th Oct 2011 to 29th Dec 2015 |

**Business Analyst /BDM Coordinator:**

**Responsibilities:**

My role as a Business Analyst /BDM Coordinator is comprised of but not limited to supporting a team of eighteen **B**usiness **D**evelopment **M**angers in their day to day tasks. Further to this I also report into Heads of Business Development Unit UAE in the below mentioned tasks on a daily base.

* Campaign Strategies ( Data analyses, targeted industry, roll out, tracking , result presentation)
* **BDM** Performance report (**BDM** performance summary tracked and reported to Heads of Channels on weekly and monthly base.)
* **A**pproved **E**mployer **L**ist / OH Update (Keeping a track of new company listing on **AEL** list and **O**perating **H**ub)
* **RTB**Report (**R**un **T**he **B**ankreport is collated which consists of BDM performance and weekly business generation)
* Emirates Airlines Electronic Letter (Sole owner/distributor of letters to the bank channels)
* **A**pproved **E**mployer **L**ist (Updating AEL/Corporate Employee Package report every quarter)
* Company Clarifications (All clarifications are updated on tracker area wise)
* **T**hird **P**arty **S**ales **A**gency Company Clarification (All queries sent by **TPSA** are updated on the tracker and sent to BDM's area wise)
* **TPSA** Data (**TPSA** clarification, visits, open days and support provided by **BDM**'s is sent to **TPSA** each week)
* Miscellaneous Support (Support provided by **BDM**'s channel wise is updated on the tracker)
* Company Listings (Listing leads sent by different channels are updated on the tracker and sent to **BDM**'s area wise)
* Meetings Requests (Meetings request sent by **TPSA** / All channels sent across to **BDM**'s area wise)
* Referrals (All Channels) (All referrals(business) sent
* Leaves (Leave tracker for **BDM**)
* Company Listing Documents (Checking audit reports, HSBC **AEL/CEP** documents for discrepancies on listing documents filing month wise andsoft tracking.)
* Admin Task includes booking meeting rooms, sending invites (Tasks assigned by Channels Head i.e. Heads of **BDM**s, Director Sales UAE, deputy head of Sales, Operations Manager)

**Customer Support (Quality Customer Verification Analyst)**

**Responsibilities:**

Cupola Teleservices provides outsourced back-office services to HSBC for its credit card sales. As a part of the project; asides the sales department, a Customer support Unit for Quality assurance and verification has also been constructed which reports to the QA Manager of HSBC (Direct).

Detailed Scope of work for Quality Verification Analyst:

* As a part of the said department I am responsible for dealing with the customer’s credit card applications submitted by the sales team; following set parameters and policies of HSBC, scanning the applications and conducting verification calls on the to customer.
* Responsibilities consist of but not limited to act as a contact (Team coordinator) point for the QA team(internal customer) for any queries regarding the submitted applications (Company listing, accurate pay slips, bank statements, Emirates ID, etc..)
* Liaising with the Sales Managers and also with the Sales Team of approximately 100 people whenever required for any queries, clarifications, discrepancies etc. related to the submitted applications on behalf of the QA team.
* Responsible for getting certain approvals for applications from Credit Card Sales Head at HSBC.

Detailed scope of work for Service Desk Associate:

* Checking approvals/declines of Credit Card applications and informing the Customer, as well as Sales Agents.
* Processing the retrievals of documents (declined apps) for customer.
* Dealing with Approved Company list (AEL) for sales staff.
* Coaching sales staff on the requirements per application as per policy.
* Checking and resolving discrepancies of sales staff.
* Staff meeting weekly to check performance verse target.
* Handling all customer and sales staff related issues to resolution.

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| GlobalServe Inc. NY, US.(B2B)– BAck office at ARPATECH Karachi, PAK | Oct 2008 to August 2011 |

Client Services – Sr.Application Support Engineer (Supply Chain)

**Responsibilities:**

**Project Management of Shell/AT&T/NCR**

Detailed scope of work:

**Responsibilities:**

**Quotation Processing**:

* Receive enquiry (RFQ) for spares and new equipment from NCR.
* Issue a quote suiting the related customer pricing agreement and send to NCR.
* Further negotiation possible by customer like discounts, change quantity, delivery improvement before placing orders. Accordingly, the best quote submitted to customer.

**Order Processing**:

* Receive NCR PO, terms and conditions should be accepted and matches our Cameron terms and conditions.
* Create sales order acknowledgment and submitting to NCR.
* Chasing Suppliers Via Phone and email to have follow ups on a specific time table i.e. date shipped from OEM, landing in local region, custom clearance and reaching supplier warehouse.

**Shipment and Invoicing**:

* Issuing a Delivery Note for partial or complete shipment.
* Process the invoice after delivering items and attach POD (Proof of Delivery) with all correspondences and supportive documents.
* Maintaining excel sheet trackers for all deadlines and deliverable list. This assisted in quarterly report assessments.

WEB Application B2B Daily Operations:

* Liaising with multiple customers and suppliers within global IT industry
* Understanding the business model within Supply Chain industry / ITSM and ensuring the SLA compliance
* Multiple communications with vendors and customers via various technology channels
* Update the existing databases with changes and the status of each customer
* Adapted in using search tools, browsers and also email features; attaching files to correspondence, utilizing tracking, ticket management.
* Ability to comprehend, captures well as interpret basic customer information
* Analyze the various parts of a problem properly and develop logical solutions
* Order / Quote management through follow ups on daily correspondence kept through emails and making outbound calls to Global suppliers according to region for inquiring on in hand order status for customers so that agreed SLA could met for deliverables as per contract.
* Entertaining customer quires on Live Chat: this would be regarding product catalogue(specifications, description and compatibility) amendments in delivery/ invoicing address, buyer profile setup and or shipment date confirmation, order inquires, complaints regarding services or suppliers, etc..
* Handling incoming calls on switch boarding transferring as required by caller/ if not a transfer then solving the customer’s issue on call or initiating a solution.

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| ABN AMRO BANK PAKISTAN LTD. | Sept’07- Apr'08 |

**NON-STOP BANKING OFFICER,**

**Responsibilities:**

* Answer customer queries on phone.
* Provide customer solutions.
* Understand and meet all customers’ immediate service needs quickly, professionally and accurately.
* Greet customers, utilizing Customer Courtesy Code with every interaction
* Determine customer need and process each customer transaction, seeking authorization as required.
* Balance cash holdings within prescribed time period and cash difference benchmark
* Interaction with different departments to help customers attain a solution.

Basic responsibility to handle customer calling in bound from all over Pakistan for their banking activity (Balance enquiries, pay order requests, online credit card bill inquires and payments) also assigned officer as Back up team leader, key responsibilities to monitor monthly Key Performance Indicators of team individuals and if required train and counsel the individual, to insure service quality by setting standards for basic customer dealing and then analyzing customer's response and providing feedback to higher ups.

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| uFONE cALL CENTRE. | Nov’06- Sept'07 |

**CUSTOMER CARE EXECUTIVE,**

**Responsibilities:**

* Troubleshoot problems related to the product and service either by telephone or customer service center
* Diagnose possible problems and propose solutions
* Assess customer needs, promote products and services
* Respond to and act on customer requests and complaints
* Ensures that customers receive prompt, courteous and professional support
* Provides timely and constructive assistance to all customers in order to develop and maintain customer support.

Worked as a Senior Customer Relationship Officer, handling customer quires calling from Sindh, Baluchistan and Lahore regarding mobile services and managing their complaints, thru follows up with Complaint Resolution Management Unit and so concerned. Promoted to Floor support Officer from the 1st February 2007, key responsibilities maintaining and monitoring daily OPR, attendance, etc.

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| NETXS INETERNET CABLE SERVICE PROVIDER | Jan’99- Jun'04 |

**CUSTOMER SUPPORT/PUBLIC RELATIONS AND ADMINISTRATION OFFICER**,

Managing customer end internet problems, conversing client thru proper installation procedures, customer support retention and VAS package operations mandating and managing client complaint and diagnosis. Dealing with all employees regarding pay rolls, resignation, new recruitment, etc.

Professional Applications:

* Ms Office
* Lotus notes
* SAP
* Citrus( Credit Card Billing app)
* Putty(ATM software)

Education

**Masters in Business Administration (2008),**

### Human Resource Management,

### **University of Karachi, Karachi, Pakistan**

**Bachelor of Computer Science (2005),**

### Data Communication and Networks, Computing

### **Staffordshire University, United Kingdom**

**Personal Information:**

* Date of Birth = 3rd Januaray1984
* Nationality = Pakistani
* Marital Status/Dep. = Married/2