**SHAKIRA**

* ***DATE OF BIRTH***

December, 19, 1990

* ***NATIONALITY***

Pakistani

* ***LANGUAGES***

English, Urdu, Punjabi

* ***MARITAL STATUS***

Single

* ***NOTICE PERIOD***

*N/A*

* ***Current Salary***

*7.5 K*

**Strengths: Excellent Excel Skills like Pivot Tables, Indexing. Vlookups.**

**Aiming for suitable opportunities in the field of Problem Management, Banking Operations, Administration and Customer Services.**

**Professional Experience**

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**July 2014- Aseel Islamic Finance**

**HR/ Admin Executive**

**Front/Back Office Support**

* Administering payrolls and maintaining employee records.
* Handling Passport controls and annual leave plan for staff.
* Preparing staff handbooks.
* Analyzing training needs in conjunction with departmental managers.
* Advising on pay and other remuneration issues, including promotion and

benefits.

* Assisting line managers to understand and implement policies and

procedures.

* Preparing job adverts, short listing, interviewing and selecting candidates.
* Recruiting staff including developing job descriptions and person

specifications.



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 **Enterprise CSR Operations**

**Corporate Technical Support Front Office**

* Technical support only enterprise signature accounts Like Nakheel, Dubai

World, HSBC, Emirates Group to name few.

* To provide first call resolution.
* To activate suspended Accounts after billing payments.
* To provide technical support by raising complain for enterprise home

customer.

* Support for mobile activations I-phone, Blackberry and android system.
* Provide Support with Cisco, Internet Hosted and managed services.
* Communicate with technical department as per requirements.
* Following up of customers complaints with technical department.

***Billing Support Back Office***

* To provide Assistance on billing complains of customers.
* To action on billing complains and issue Credit notes back to Accounts.
* To follow up with banks on bank transfer and missing payments and bounced cheques.
* To send payments reminders to customers by self-care and Missing.

***Escalations and Compliance Support***

* To respond clients complaints related to Billing, Technical supports, orders miss managements and customer services.
* Follow up with customers complains and to coordinated with relevant departments.
* To escalate customers issues to management and supervisors.

 **Trainings Attended**

* Customer Experience quality.
* Effective Communication and Liaison Skill.
* Customer Compliance handling.
* Customer Services Enhancement.
* Banking and Financial management.
* Operations management.
* MS Office.

**SCHOLASTICS**

* Bachelors of Commerce from University of Punjab, Pakistan.

**IT SKILLS**

* Expert in MS Office, MS Word, MS Excel, MS PowerPoint
* Proficient in Telecom and Banking Software like Siebel, BSCS, RRP, Norkom, Customer Connect, Vision Plus, Finical, Delta, Citrix, MS-Office Applications, Typing and Hardware skills.

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