**ZAIBUNNISA**

[**ZAIBUNNISA.303298@2freemail.com**](mailto:ZAIBUNNISA.303298@2freemail.com)

**Objective**

Seasoned Administrative Officer, with extensive experience serving top management in a multi-national  
environment. Excellent multilingual skills, problem resolution-abilities, and a high level of confidentially.

**Professional Summary**

**10+** years of experience   
**Area Of Expertise:**

• Administration Officer • Team management  
• Accounts • Customer service  
• Training and Product diversification in the banking industry

**Awards**

• Awarded with ‘Customer Favorite' certificate to develop a good communication and for achieving highest

number of Customer Appreciations

• Awarded with ‘Power Performer' certificate in recognition of Exemplary Dedication & Performance  
• Received monthly and quarterly awards for excellent performances  
• As per my accuracy and performance I have been promoted to Branch Resolution Desk as a Support Officer for

giving guidelines to Branch Employees

• I have been excellent performer in terms of both quality and quantity & have been rated 2 and 1 consistently

from last 5 years, so have been promoted as a Trainer and Team Leader

**Experience**

**Administration Officer 03/2015 to 09/2016**  
**AL SANA ENG. TURNING LLC Sharjah, UAE**

• Executed quality assurance programs  
• Coordinated and directed project meetings  
• Prepared standard operating procedures   
• Responsible for day to day general administration of the organization  
• Provide general administrative support to managing director and staff team  
• Screening, prioritizing composing and directing responses to verbal contacts and correspondence  
• Handling multiple departments like Administration / Accounts / Payroll / Purchase / Personal Assistance to

Managing Director

• Maintain purchase department for ordering the material as per requirement  
• Maintain accounts payable, cash controls and supervising the payroll  
• Maintain salaries and employee's registration with WPS  
• Maintain Labor/staff attendance and leave arrangements  
• Dealing with Suppliers and Other Agencies for Material and Labor Supply

• Handling compliance department for Clients, Bankers and Suppliers  
• Follow up with the providers and client for further assistance

• Preparing Invoices and statement for payments dues  
• Following with 3rd partly for production and order completion  
• Preparing & sending monthly/regular Invoices for sales and follow up for the payments  
• Making production, profit and loss and Consumption report on daily and monthly basis and sending report to

team for better performance and more production

• Reconciling the statements and keeping track of all payments  
• Maintain Accounts and update TALLY regularly for purchase/sale invoices, payments, receipts etc  
• Attending meetings with the clients/suppliers in absence of Managing Director

**Client Service Manager 06/2014 to 01/2015**  
**SUISSE CAPITAL AMC Dubai, UAE**

• Handling operation team for verifying the documents and investment details  
• Monitoring Sales team and help them to reach the target and coordinate with them for better performance  
• Making report and sending to team for tracking performance  
• Checking and sending payments on time to providers and updating clients about their premium dues  
• Receiving all the documents as per policy for account opening of each client for different providers  
• Explaining the charges and benefits to the client and taking confirmation before opening an account/ making an

investment in any of the products

• Attending to policy servicing issues such as surrenders, renewals fund switches and reinstatements  
• Ensuring that all applications and policy servicing transactions are processed in timely manner  
• Coordinating with the Relationship Managers for their respective clients and attending meetings with them  
• Analyzing information and preparing plans best suited to individual client's requirements  
• Products offered for Wealth Management such as Savings Accounts, Investments and Insurance  
• Re-solve customer queries & requests professionally in compliance to policies and procedures  
• To ensure customer documentation is complete and in compliance with the bank's requirements  
• Follow up with the providers, sales team and client for further assistance and smooth investment

**Team Leader 05/2013 to 03/2014**  
**ICICI BANK LIMITED Hyderabad, INDIA**

• Handling a Team of 15 members from different skills in branch resolution desk, assigning SMS Campaign cases

and making reports on branch complaints and sending to zonal head or Cluster branch manager for taking action  
on branch services

• Provide the team with a vision of the project objectives  
• Motivate and inspire team members, encourage creativity, risk-taking and constant improvement  
• Monitoring Team performance on AHT, Quality, Focus, Floor Index, Error's etc and support them for better

performance and maintaining service level

• Project work done to reduce high call volume, AHT and Error's  
• Preparing reports on monthly/quarterly basis and sending report to higher authority  
• Serve as a focal point to communicate and resolve interface and integration issues with other teams

• Provide guidance to the team based on management direction  
• Evaluating officer's individual performance & rating them accordingly at end of the financial year  
• Recognize and celebrate team and team member accomplishments and exceptional performance

**Trainer 05/2011 to 04/2013**  
**ICICI BANK LIMITED Hyderabad, INDIA**

• Given training to new joiners/existing officers for product and process like Web trade, Demat, Gold Loan and

updating new changes made by BDU (Business Development Unit)

• Given training to existing officers for SMS Campaign and handling HSQ (Head Service Quality) queries  
• Assure that the team members have the necessary education and training to effectively participate on the team  
• Familiarize the team with the customer needs, specifications, design targets, the development process and

techniques to support task performance

• Provide necessary business information  
• Initiate sub-groups or sub-teams as appropriate to resolve issues and perform tasks in parallel  
• Help keep the team focused and on track  
• Setting goals for the team, establishing training programs for them, analyzing their performance and motivating

them to meet their goals

• Report to the senior management regarding the performance of the team

**Branch Support Officer/Customer Service Officer 05/2006 to 04/2011**  
**ICICI BANK LIMITED Hyderabad, INDIA**

• Ambitious Customer Representative with expert knowledge of all banking operations  
• Assisting the customers with all queries and benefits in their accounts and maintaining up-to-date knowledge of

banking services and products (Credit Card, Web trade, Demat, Gold Loan & Bonds )

• Tracking daily Market Conditions & Corporate Actions of the Companies Evaluating, monitoring and delivering

feedback for the items processed during the day

• Responded to customer queries and troubleshoots accounting, product, or service problems through e-mail and

telephone correspondence

• Guiding Branch Employees for product & process information & resolving queries  
• Coordinate with internal and external customers as necessary  
• Escalate issues which cannot be solve by the team  
• Handling Senior Management and Head service quality calls  
• Doing follow up for Level 3 and Level 4 escalated IR's (Internal Requests) raised by the branch/team and

helping them to close the IR's

• Check the Validity for the Documentations as Per Bank Policy  
• Participate in giving IDEAS to improve the product and process and changes on ICICI Direct site

**Education**

**M.Sc (Mathematics) & B.Sc (Computer Science)**  
Osmania University Hyderabad, INDIA

**Languages**

English, Hindi, Urdu, Telugu.

**Personal Information**

Date of Birth : 23rd of June, 1976

Visa Status : Visit Visa till 12th Feb 2017

Marital Status: Single