**Zeshan**

[Zeshan.332209@2freemail.com](mailto:Zeshan.332209@2freemail.com)

**Objective**

Seeking a responsible and challenging career with a growth oriented organization, where my talent and knowledge may significantly contribute to the organization’s growth and profitability.

**Professional Experience**

|  |  |
| --- | --- |
| **Future Vision Welfare Foundation.**  **1 Nov 2010 till 26 Sep 2016** | **Responsibilities and designations**.  Admin Assistant:   * provide general administrative and clerical support including mailing, scanning, faxing and copying to management * maintain electronic and hard copy filing system * open, sort and distribute incoming correspondence * perform data entry and scan documents * manage calendar for Managing Director * assist in resolving any administrative problems * run company’s errands to post office and office supply store * answer calls from customers regarding their inquiries * prepare and modify documents including correspondence, reports, drafts, memos and emails * schedule, coordinate meetings and appointments * maintain office supplies for department   HR Recruiter:   * Partnering with hiring managers to determine staffing needs * Screening resumes * Performing in-person and phone interviews with candidates * Administering appropriate company assessments * Performing reference and background checks * Making recommendations to company hiring managers * Coordinating interviews with the hiring managers * Following up on the interview process status * Maintaining relationships with both internal and external clients to ensure staffing goals are achieved * Communicating employer information and benefits during screening process * Staying current on the company’s organization structure, personnel policy, and federal and state laws regarding employment practices * Serving as a liaison with area employment agencies, colleges, and industry associations * Completing timely reports on employment activity * Conducting exit interviews on terminating employees   Manager Project Planning and Implementation:   * Offering and designing new projects, presenting, convincing to board of directors that it’s beneficial for organization as well as for society. * Directed a team through all stages of deadline-driven projects * Managed budgets by using scare resources and worked with multiple teams and stakeholders to achieve objectives on-time and within budget. * Communicated closely with clients and staff to set goals, get feedback, and build productive teams. * Supervise other social works and social events. * Maintaining case history records and prepare reports. * In each project taking interview of clients individually and in families, assessing their situation and capabilities to determine what services are required to meet their needs. * Provide and arrange for support services, such as job training, counselling for development. |
| **NIB Bank Limited**.  **ADC (Phone banking officer)**  **Transactional Banking Group**  **April, 2013 till 22 August 2016**  **Consumer assets and finance Group** | **Responsibilities and designations:**  **Customer Care Representative**   * Understanding customer’s queries and provide solution with proper courtesy * Handling customer complaints and dealing with concerned department to resolve them * Monitoring ATMs & CDM and escalate them via e-mail to the concerned for resolution * ATM card and Debit card activation and give awareness to customer regarding value added services * Making financial transactions, Funds Transfer, IBFT, Bills Payment and Mobiles Payment * Providing Personal loan, Auto loan, SMS alert and E-statement information to sales department for further processing. * Providing all products information and features in accordance with customer’s need * Maintaining, providing and managing managerial documents in order to help management to take decisions.   **Tele Sales Officer(ADC, Personal Loan)**   * Ensure optimum performance and achieve assigned target Daily /Weekly/Monthly basis. * To endure that highest level of quality customer care is delivered and all problem incidences are reported and highlighted * Achieve established standards for call handling quality, Sales and productivity. * To identify and handle sales pitch and techniques in the best possible manner. * Enter customer’s data as per defined standard operating procedures. * To meet all the other quality benchmarks established based on consumer feedback and surveys. * Ensure compliance with all company / client policies, procedures and practices. |
| **Internship.**  **“Nestle Pakistan “**  **Sheikhupura Juice and Dairy Factory Pakistan**  **Training and learning Sessions** | * Work force management (Shift Management) * Hiring process. * Staff Training and Development Workshop Arrangements. * Making and sharing financial reports. * Training and learning session of different product and services at NIB Bank. * Ecumenical Leadership formation for Capacity Building at NCCP Lahore. |

**Academic Qualification**

**B.Sc (Hon’s) in ECONOMICS 2006-2011**

**F**orman **C**hristian **C**ollege, **L**ahore, **P**akistan

**I.C.S 2004-2006**

**G**overmnent **I**slamia **D**egree **C**ollege, **N**arowal, **P**akistan

**Matric. 2004**

**G**overnment **H**igh **S**chool **N**arowal

**Strengths**

* Well-organized professional and able to handle multitasks.
* Willing and eager to learn new technologies.
* Problem solving, interpersonal and communication skills.
* I am quick decision maker.

**Personal Data**

Date of birth: February 18, 1990

Gender: Male

Nationality: Pakistani