**Zeshan**

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**

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| --- | --- |
| **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.
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|  **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.
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| **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.
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**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