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| Hussain [Hussain.337614@2freemail.com](mailto:Hussain.337614@2freemail.com) | | | | | | | | |  | | | |
| ***Bachelor of Commerce***  ***Past: Phone Banking Officer at Bank Alfalah Contact Centre Lahore for 2 Years & 6 Months*** | | | | | | | | |
| **OBJECTIVE** | | | | | | | | | | | | |
| Seeking position internal audit/ Finance/ risk/ Accounts department in a dynamic corporate environment that utilizes my talent to the optimum level, appropriately rewards performance, offers continuing opportunities for future advancement. | | | | | | | | | | | | |
| **PROFESSIONAL WORKING EXPERIENCE – 2 Years & 6 Months** | | | | | | | | | | | | |
| ***Summary of Practical Professional Experience (Pak*)** | | | | | | | | | | | | |
| Phone Banking Officer | | Bank Alfalah Contact Centre – Lahore | | | | | | June 2014– December 2016 | | | | |
| Internee | | Bank Alfalah Ltd. – Dina Branch | | | | | | February 2012– March 2012 | | | | |
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| **Phone Banking Officer** | |  | | | | | | | | **2 Years & 6 Months** | | |
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| BAL Contact Centre Lahore | | | | | | | | | | August 2015 – January 2016 | | |
| *Key Responsibilities:* | | | | | | | | | |  | | |
| * Handling Customer Queries and Providing Information as per Defined Standards. * Effective Redressal of all Customer Complaints and Providing. * Solutions/escalating Problems. * Follow Up On Escalations and Closing Them. * Educating Customers About Bank's other Products and Services (cross Selling). * Generating Leads and Passing Them to Concerned Department. * Providing Feedback to the Team Leaders About Product and Process and Contribute to the Improvement. * Educating Customers About Channel Migration. * Improve Efficiency as per Interactions and Feedback Received. * Updating Product and Processes in Databank. | | | | | | | | | | | | |
| **ACADEMIC QUALIFICATION** | | | | | | | | | | | | |
| Bachelor of Commerce | | | | University of the Punjab | |  | | | | | 2009-2011 | |
| Intermediate in Commerce | | | | BISE Rawalpindi | |  | | | | | 2006-2008 | |
| Matriculation FBISE Islamabad 2004-2006 | | | | | | | | | | | | |
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| **OTHER CERTIFICATES** | | | | | | | | | | | | |
| Certificate of Quantity Surveyor | | | | Applied Technologies Institute NLC Dina | | | | | | | 2012 | |
| Certificate of Auto Cad Draftsman (Civil) | | | | Applied Technologies Institute NLC Dina | | | | | | | 2012 | |
|  | | | |  | | | | | | |  | |
| **COMPUTER KNOWLEDGE AND SKILLS** | | | | | | | | | | | | |
| * MS Word, MS Excel, MS Power point, Email | | | | | * Drafting Software “Auto CAD” | | | | | | | |
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| **ACTIVITIES AND INTERESTS** | | | | | | | | | | | | |
| * Visiting, Cricket | | | | | | | | | | | | |
| **LANGUAGES** | | | | | | | | | | | | |
| * English – Proficient * Arabic (Read & Write only) | | | * Urdu – Proficient | | | | * Punjabi – Proficient | | | | | |
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| **REFERENCES** | | | | | | | | | | | | |
| Available at request | | | | | | | |  | | |  | |
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