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| HussainHussain.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.
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| **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 |
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| **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
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| **LANGUAGES** |
| * English – Proficient
* Arabic (Read & Write only)
 | * Urdu – Proficient
 | * Punjabi – Proficient
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| **REFERENCES** |
| Available at request  |  |  |
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