

Contact HR Consultant for CV No: 340343

E-mail: [response@gulfjobseekers.com](mailto:response@gulfjobseekers.com)

Website: <http://www.gulfjobseeker.com/employer/cvdatabasepaid.php>

**OBJECTIVE**

To be professionally associated with an esteemed organization to utilize my knowledge and skills for achieving the goals of the organization, work for the betterment of the organization in any circumstances and to become an asset for the organization



**WORK EXPERIENCE**

**CUSTOMER RELATIONSHIP OFFICER**

(JUNE 2014 – DECEMBER 2016)

* Acting as the first point of contact for customers enquiring about Bank services
* Provide high quality service to customers for internal and external customers to ensure service quality standards
* Maintain all quality and procedural standards within the branch
* Monitor the service standards operational in the branch and looks for creative ways to improve service delivery
* Provide assistance in Branch operational activities as well as administrative tasks
* Handle branch audit
* Handle customer queries by using Temenos-24
* Maintain files for record keeping
* Make reports and present to senior management
* Identify the gaps and provide suggestions to senior management
* Interviewing candidate
* Maintain staff attendance record
* Maintain staff leave records
* Conducting training
* Assist in making staff performance appraisal
* Assist in making annual goals of staff

**INTERNEE**

(May 25, 2010 – July 24, 2010)

* Coordinating in all the processes and documentations involved in planning and execution of pharmaceutical exports from Pakistan to different parts of the world
* Office management

**EDUCATION**

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| --- | --- | --- | --- | --- |
| **QUALIFICATION** | **YEAR** | **INSTITUTION** | **SPECIALIZATION** | **GRADE/GPA** |
| MBA | 2012-2013 Mohammad Ali Jinnah University, Karachi | | HRM | 3.96 |
| BBA | 2008-2011 | Mohammad Ali Jinnah University, Karachi | HRM | 3.71 |
| HSSC | 2005-2007 | Fazaia Degree College, Faisal, Karachi | Computer Science | A |
| SSC | 2003-2005 | St. Stephens School, Karachi | Computer Science | A |



**MAJOR PROJECTS**

* Prepared research report on Performance Appraisal Methodology
* Prepared research report on impact of HRM practices on organizational performance
* Prepared research report on ERP software “Infor”
* Prepared research report on Human Resource Information System
* Prepared research report on Inventory Management System



**EXTRA CURRICULAR ACTIVITIES**

* Organizer of Meeting with HR Professionals
* Organizer of Job Fair
* Organizer of Career Assessment Drive
* Organizer of Meeting with Corporate Legal Experts



**SKILLS**

* Proficient on working MS-Office
* Proficient on working Windows
* Intermediary skills on working MS-Outlook
* Proficient in typing; able to type 50+ words per minute
* Intermediary skills of Financial system; Temenos-24
* Intermediary skills in using Customer Relationship Management Software



**REFERENCE**

Will be furnished upon request