**Muzzammil**



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| **EXPERIENCE:** |

**Customers Service Officer January, 2016 – Present**

*Union National bank*

*Abu Dhabi.*

**Job Responsibilities:**

* Support field sale team to enable them in achieving bank’s sales objectives
* Generate high quality leads from bank’s targeted segments
* Secure suitable meeting slots for business development officers
* Maintain and enhance relationship with existing customers
* Execute and promote all marketing campaigns

**Sales Executive/Verification officer June, 2014 – December, 2015**

*Innovation Process on behalf of Mashreq Bank*

*Dubai.*

**Job Responsibilities:**

* Manage cross selling and up selling campaigns
* Handle customer credit cards issues
* Manage relevant product offers for every customer
* Verify closed deals as per bank policy
* Manage the documentation and processing of closed leads

**Personal Finance Officer** **March, 2014 – May, 2014**

*Finance House*

*Dubai.*

**Job Responsibilities:**

* Execute sale of core products including credit card and personal
* Manage daily assignments and lists

**Facility Manager July, 2012 – Jan, 2014**

*Imtiaz Public High School*

*Lahore, Pakistan.*

* Maintain and develop facilities and premises to meet the educational and community requirements of the school.
* Ensure compliance with best practice and statutory requirements in the area of Health and Safety.
* To keep the principal fully informed about all areas of responsibility and manage all issues that arise in relation to this role.
* Manage various premises related budget allocations, negotiating with service providers, contractors and suppliers to ensure the best value is obtained.
* Actively become aware of defects and record repair and maintenance requirements making sure well timed resolution of troubles.
* Take a lead role in recruiting site, catering and cleaning staff and in dealing with associated employment procedures.
* To keep up to date with the latest legislation and guidance in facilities related matters and ensure team members are given access to training.
* Act as School Health and Safety Officer to ensure that all practices and procedures are conducted in a way that meets all the relevant requirements for the wellbeing.

**Facility Officer May, 2010 – June, 2012**

*Universal High School*

*Lahore, Pakistan.*

* Daily obligation for the management of all assets and facilities associated services.
* Plan, organize and direct administrative services which include signage, cleaning, maintenance, safety inspections and security
* To perform different reasonable task from time to time as directed by the Head teacher
* Oversee the work of external contractors, signing off their work as required.
* Hold regular team meetings with managed staff.
* Prepare monthly management report.
* Managing the staffing of the school.
* Inspire and facilitate teamwork and right exercise which will achieve awesome requirements of service delivery.
* Monitor and support staff career development including the appraisal scheme, setting and monitoring against agreed objectives, reviewing training requirements.
* Develop and recommend the facilities operating budget, then execute the approved budget.
* Tracking the effectiveness of the facilities.
* To ensure that systems for monitoring and reporting are in operation.
* Be aware about and observe rules and procedures relating to child safety, fitness and reporting all worries to the precise person.

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| **CERTIFICATES:** |

* Certification of Project Management
* Certification of Executing, Monitoring, Controlling and Closing a Project
* Certification of Initiating a Project and Preparing the Project Plan
* Certification of Money Laundering
* Certification of Delivering a Presentation
* Certification of Customer Service

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| **DRIVING LICENSE** |

Place of issue: Dubai

Permitted Vehicles: Light Vehicles (Automatic)

Expiry Date: 03-08-2024

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| **EDUCATION:** |

**M.B.A. in Marketing Management 2010**

*COMSATS Institute of Information & Technology, Lahore, Pakistan*

**Bachelors of Commerce 2007**

### University of the Punjab, Lahore

**PIPFA 2006**

*Pakistan Institute of Public Finance Accountants*

**Intermediate 2005**

*Government College University, Faisalabad*

**Matriculation 2003**

*Divisional Public School, Faisalabad*

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| **Other skills:** |

* Fluent English speaking, listening and writing skills.
* Computer literate. (SYMBOLS, UniBank, etc).
* Good communication & persuasion Skills.
* Self-motivated / initiative & Time management Skills.
* Strong team building and leadership skills
* Skills in word processing and related tools
* Managing skills of customer service to clients, students, faculty and staff

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| **languages:** |

* English
* Urdu / Hindi
* Punjabi

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| **memberships:** |

* Quaid-e-Azam Library, Lahore.
* Pakistan Institute of Public Finance Accountants
* Pakistan Banker’s Club