**Junaid** 

RESUME

Email: Junaid.342790@2freemail.com

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| **Objective:**  |

I strongly believe in discipline, commitment and dedication to achieve my assigned tasks. Honesty and good manners are my strongest virtues. I have a friendly nature and make ensure easy working as a team member.

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| **Qualification:** |

* Bacholars in Commerce From University of Punjab.(2012)
* Intermediate in Commerce From Board of Intermediate Secondary Education Lahore,Pakistan.(2010)
* Matriculation in Bio Science From Board of intermediate Secondary Education Lahore,Pakistan.(2008)

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| **Job Experience** |

* 18 Month experience as a Branchless Banking Executive at Bank AlFalah Limited Lahore,Pakistan.(2014-2016)

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| **Roles and Responsibilities:** |

* Handled Customer Queries and Provided Information as per Defined Standards
* Effective Redressed of all Customer Complaints and Providing Solutions/escalating Problems
* Informed Customers to other Products and Services of the Bank Promotions
* Generating Leads and Passing Them to Concerned Department
* Report Feedback to the Team Leaders about Product and Process and Contribute to the Improvement
* Inform Customers about Channel Migration
Improved Efficiency as per Interactions and Feedback Received

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| **Computer Skills** |

* Windows 98, 2000, XP, Win 7. Win 8, Win 10
* MS Office
	+ - Word
		- Excel
		- PowerPoint
* Internet
* Social Media Marketing

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| **Achievements:**  |

* Got 1st position in Intra Mural Bedminton Match.
* Developed good communication skills in the course of facilities customers both telephonically.
* Being a part of Sales Executive have got well connected with all the customers spread nationwide , using my interpersonal skills which not only helped with instant resolutions at hand but also helped at hand but also helped in gaining better understanding of company policies and procedures.
* Achieved better Qualities Results.

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| **Personal Information** |

Visa Validity Till 15 April

Nationality Pakistani

Martial Status Single

Date Of Birth Aug 8,1993

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| **Languages:** |

* English,
* Urdu
* Punjabi

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| Reference: |

* Reference will be provided on demand.