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| ZEESHANZEESHAN.363278@2freemail.com  |

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| **Career Objective** | Having an inspiration to work with full commitment in your organization with a chance of reasonable growth and to be efficient enough to produce optimally and developed expertise. |
| **Skills** | * Coordination skills
* Confidentiality
* Strong work ethics
* Communication skills
* Solutions oriented
* Time management skills.
* Organized with the ability to prioritize and multi-task
* Reliable with patience and professionalism
* Team management and leadership
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| **Experience** | **Warid Telecom ( Jan 2014- Feb2017)****Customer Service Agent****Responsibilities:*** Improve customer service experience, create engaged customers and facilitate organic growth
* Take ownership of customers issues and follow problems through to resolution
* Set a clear mission and deploy strategies focused towards that mission
* Develop service procedures, policies and standards
* Keep accurate records and document customer service actions and discussions
* Analyze statistics and compile accurate reports
* Recruit, mentor and develop customer service agents and nurture an environment where they can excel through encouragement and empowerment
* Keep ahead of industry’s developments and apply best practices to areas of improvement
* Control resources and utilize assets to achieve qualitative and quantitative targets
* Adhere to and manage the approved budget
* Maintain an orderly workflow according to priorities

[**Tameer Micro-finance Bank Limited(TMFB)**](https://en.wikipedia.org/w/index.php?title=Tameer_Micro-finance_Bank_Limited(TMFB)&action=edit&redlink=1)**, (Feb2012– Dec2014)****Relationship Officer** **Responsibilities:*** Ensure full awareness of all products provided and is constantly updated on all changes and amendments on product features, procedures and processes.
* Promote Bank products by providing consistent, accurate and transparent information to customers.
* Achieve sales targets assigned and contribute to the overall achievement of the team.Maximize on cross selling growth of existing customer base and identify new potential selling opportunities
* Follow up and close selling/cross selling lead referrals.
* Pro-actively participate in bank products campaigns & promotions
* Ensure that all service levels and agreements are being met consistently without any fail
* Participate in-house training programs and workshops
* Attend product training, presentations and road show events.
* Ensure that bank policies and guidelines are consistently & strictly followed
* Comply with committed turnaround times and laid down procedures.

[**Tameer Micro-finance Bank Limited(TMFB)**](https://en.wikipedia.org/w/index.php?title=Tameer_Micro-finance_Bank_Limited(TMFB)&action=edit&redlink=1)**, (March2010– Jan2012)****Sales Executive****Responsibilities:*** Visit potential customers for new business
* Provide customers with quotations
* Negotiate the terms of an agreement and close sales
* Gather market and customer information and provide feedback on buying trends
* Represent your organization at trade exhibitions, events and demonstrations
* Identify new markets and business opportunities
* Record sales and send copies to the sales office
* Review your own sales performance
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| **Education** | * Bachelors in arts (Graduation), Punjab university 2007 - 2009
* Intermediate, Lahore board of intermediate 2003 - 2005
* Matriculation, Lahore board of intermediate 1999-2001
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