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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 |
| **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 |
| **Education** | * Bachelors in arts (Graduation), Punjab university 2007 - 2009 * Intermediate, Lahore board of intermediate 2003 - 2005 * Matriculation, Lahore board of intermediate 1999-2001 |