SHIRJAN

SHIRJAN.366843@2freemail.com

*Expand leadership responsibilities, improve organizational ability to exceed corporate goals, and help honor all long-term commitments made to customers, stockholders, employees and the communities in which we live.*

PROFESSIONAL EXPERIENCE

April 16– Oct 16 **Learning Minds Group (Associate Consultant) Karachi, Pakistan**

(6 months)

* Handling project of UBL Bank training.
* Coordination with UBL and Trainers
* Working on daily reports.
* Preparing memos for training schedule.
* Working on trainers evaluation and feedback
* Worked on CSR

May 12– Oct 13 **JS Bank Limited (Business Support Officer) Karachi, Pakistan**

(1 year 5 months)

* Coordinating with the CEO & Group Head Treasury /IBG & FI on daily basis.
* Preparing Staff Appraisals.
* Working on daily reports.
* Preparing memos.
* Collaboration with all Group Heads related to concern matters
* Collaboration with all concern departments related to their matters.

Oct 11 – April 12 **JS Bank Limited Customer Relationship Officer) Karachi, Pakistan**

(6 months)

* Handle all walk-in customer, call- in front end queries.
* Acknowledge all customer/non-customers walking into the branch.
* Service transactions to include routine account inquiries.
* Maintain the correspondence register.
* Statement and certificates to be done within defined TAT.
* Dealing with customer complaints

Sept 08 – Sept 11 **Samba Bank Limited Customer Relationship Officer) Karachi, Pakistan**

(3 Years)

* Dealing with all walk in customer.
* Promote Bank products by providing consistent, accurate and transparent information to customers. .
* Pro-actively participate in Bank products campaigns & promotions.
* Ensure that all service levels and agreements are being met consistently without any fail.
* Participate in “In-house “training programmes and workshops.
* Ensure adherence to cut-off times.
* Ensure that Bank policies and guidelines are consistently & strictly followed.

Oct 07-May 08 **SalTec Power link Karachi, Pakistan**  (7 Months)

* Day to day HR functions and duties
* Compiling and update employee record
* Arranging and coordination of interviews
* Working on HR polices and manual

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**EXTRA CURRICULAR**

* Training program from Nursery to Class 3, five years teaching at Religious education Center
* Voluntarily Service at Aga Khan Social Welfare Board for Garden as a portfolio member of Volunteer Capacity Building and Communication/events.
* Arranged One Day workshop Leadership at all Levels with LMG .
* Talent Event for Senior Citizen
* Cultural show/Band and orchestra for Special People
* Meeting with different portfolio to identify training needs.
* Working on programmatic Plan and evaluation of members.
* Monthly Reporting from areas.
* Training /workshop and event organized for members.

EDUCATION

Master’s in Business Administration

IQRA University, Karachi

*Majors in Human Resource Management*

BSC (HONS) in Computing

City APIIT Karachi, Degree from Staffordshire University

REFERENCES

Will be furnished upon request