**CURRICULUM VITAE**

**AFROZE**

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CAREER OBJECTIVE:-

Looking to dedicate myself to a professional organization wherein I can utilize my skills and be an effective contributor to the growth of the organization.

STRENGTHS:-

* Confident and quick learner
* Relate well with people
* Ability to handle multiple tasks

SKILLS:-

* Diploma in computer Application
* Level four English Diploma course
* Time management skills

EDUCATIONAL QUALIFICATION:-

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| --- | --- | --- | --- |
| Course | Name of the institution | Board / University | Division |
|  |  |  |  |
| B.B.A | Hiworth Degree College | Periyar University | IInd |
| Intermediate Accounting & Taxation | H.B. Junior College | Board of Intermediate Education | Ist |
| S.S.C | KakatiyaVidyaNiketan High School | Board of Secondary | IInd |
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WORK EXPERIENCE:-

* Worked with G.E. Capital from Jan-2014 to Feb – 2015

As fraud specialist in finance department (Risk management)

RESPONSIBILITIES:-

* Use to work with case preparation team.
* Need to read all Customer related notes, calling representative’s notes and analyze the fraud type along with customer history and accordingly work on accounts.
* Conformation of fraud type and fraud charges.
* Need to send FIF to client (First Information File) ordering media to customer or merchant.
* Need to give Investigators as much as information as possible to support recoveries Via Charge back and denials.
* Routing Cases to disputes which are not fraud.
* Correcting customers credit history and delinquency.
* Worked with HSBC Bank from Feb – 2016 to Oct – 2017
* As Phone Banking officer (UK Contact center)
* RESPONSIBILITIES:-
* Answering all bank related queries.
* Complete phone banking services.
* Online banking trouble shooting and other services.
* Credit card services.
* All types of payments, Creating standing orders, Direct Debits, Making required changes as per customers request.
* Raising complaints and resolving all types of Issues like reporting fraud, Dispute and other Issues.
* Handle all Mobile banking queries, need to guide the customer how to use it and all other benefits of mobile banking.
* Creating profile for Account opening.
* Booking appointments for customers.
* Updating UAR’S if any and KYC information.
* Reporting lost or stolen credit cards and generating new cards, pins and statements etc.
* Other team related responsibilities.
* Reporting any suspicious activities on accounts.
* Focus on FPOC (resolving issues at first point of contact)
* Assuring best customer service and taking feedbacks from the customers.

PERSONAL DETAILS:

Gender : FEMALE

Religion : ISLAM

Nationality : INDIAN

Marital status : MARRIED

Validity : 03/12/2019

Visa status : Visit Visa