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| **PROFILE**  |  | * I have done M.com Accounting from Bahauddin zakria University Multan Pakistan in 2011 and after that I started my career from **ZONG** Lahore in Dec 2011 as Customer Services officer and after 1 year and 5 months I switched to Habib bank Limited As Bancassurance sales officer in may 2013 after that in August 2013 I joined MCB bank Limited as a Teller Services officer (Officer Grade-IV) and currently working here as a permanent employee of the bank. I have almost total 3 year experience in Telecommunication and banking sector.
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| **Education** |  | * M.com Accounting (MULTAN, PAKISTAN),2011
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| **Skills & Abilities** |  | * Marketing
* Accounts Management
* Project Management
* Customer Service & Satisfaction
* High-Impact Presentations
* Negotiation
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| **Experience** |  | Teller Services Officer (OG-IV)**MCB Bank Limited**| Sheikhupura, pakistan| aug 2013 – present | (1 year and 3 months)**Responsibilities:*** Payments And Receipts of Cash
* Account Opening Procedure KYC/Customer Due Deligence/AML
* Internal funds Transfer
* Inward/Outward Clearing Process
* ATM balancing with GL and Fact Sheet
* Handling of Cheque Books and Visa Debit Cards.
* Maintaining of Branch Accounts and GL Heads

Bancassurance Sales officer Habib Bank Ltd| lahore, pakistan May 2013 to July 2013| (3 months)**Responsibilities:*** Acquire, develop and strengthen life insurance relationships through effective interpersonal skills in accordance with business goals and regulatory guidelines
* Contribute to bottom-line through accomplishment of personal growth targets
* Continuously manage and develop relationships with new niche customers through professional consultative financial analysis.
* Up-selling, cross-selling, providing regular market information updates and trend analysis to core stakeholders
* Ensure superior customer service thereby enhancing overall customer experience.

Customer Services officer ZONG(CM PAK), | lahore,pakistan| dec 2011 – may 2013 | (i year and 5 months)Responsibilities:Involved in 789 Prepaid Sim Activation, 310 Prepaid & Postpaid Inbound Call Handling.* Providing first call resolutions and customer complains handling.
* Meeting all pre-defined Service Standards
* Adherence to ethical standards of the Zong while carrying out duties
* procedures, promotions, products and value added services offered by the company
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| **CERTIFICATION**  |  | dcs|nice computer college| lahore,pakistan | june 2007 |
| **Achivements** |  | Employee of The Month in the April 2012 in ZONG contact center Lahore. |
| **Languages** |  | Enhlish, urdu, hindi, punjabi  |
| **Personal:** |  | Date of Birth Place of Birth  | 30-APRIL-1989SHEIKHUPURA PAKISTAN |

## I hereby certified that the above statements are true and correct with all my knowledge and also to the help of our Lord. After you’ve reviewed my resume, I would welcome an opportunity to discuss your company’s goals and talk to you about the value that I can bring to your Company. More Power and Positive energy blessed.