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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. | | |
| **Education** | |  | * M.com Accounting (MULTAN, PAKISTAN),2011 | |
| **Skills & Abilities** | |  | * Marketing * Accounts Management * Project Management * Customer Service & Satisfaction * High-Impact Presentations * Negotiation |  |
| **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 officerHabib 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 officerZONG(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 | |
| **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 BirthPlace 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.