****Raja**

Dubai, UAE

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Profile

I am an energetic individual with experience in banking, administration, complaint handling, training and event management. Being a trainer and a person who received and processed complaints, my communication skills had always been extraordinary and I am always good at dealing with people. I managed a regional office of a Government body alone and my administration had always been excellent.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Academic Background

2014-2016 |Pakistan Institute of Development Economics (PIDE), Islamabad

**MSc Economics**

Economics| Status: Completed

2011-2013 |BahauddinZakariya University, Multan

**Bachelors of Science**

Economics, Statistics & Computer Studies | Status: Completed

2008-2010|Board of Intermediate & Secondary Education (BISE), Multan

**Intermediate**

Commerce Group| Status: Completed

2006-2008 |University of Cambridge

**O Levels**

Economics, Business Studies, Accounting| Status: Completed

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Work Experiences

**Banking Mohtasib (Ombudsman) Pakistan**

*The Banking Mohtasib Pakistan (BMP) is an independent statutory body established to resolve disputes between consumers and banks.*

**July 2016 – Present**

**Assistant Director**

Working at Banking Mohtasib Pakistan as Assistant Director. Serving as Regional Manager of Regional Office Multan since January 2017

**Responsibilities**

* Financial matters of Banking Mohtasib Multan office.
* Administrative matters of Banking Mohtasib Multan office.
* Complaint handling and processing.
* Providing guidance to the complainants about the processing of taking up their case at Banking Mohtasib.
* Making reports of the complaints handled and forwarding them to the advisor.
* Making arrangements for the hearings at Banking Mohtasib Multan.
* Arranging the transport and lodging of Judge and the advisors during the hearings.
* Contacting the parties prior to hearing.
* Providing support to the parties after the hearings and guiding them in the process.

**Touchstone Communications, Islamabad**

*Touchstone Communications is based in Fort Worth, Texas and provides world-class offshore integrated customer contact solutions to the financial services and communications industry.*

**January 2016 – March 2016**

**Customer Service Representative (CSR)**

Worked at touchstone Communications (A renowned BPO firm) as a CSR handling clientsin USA, UK & Australia.

**Responsibilities**

* Serving clients in US through inbound calls.
* Creating leads through outbound calls (USA).

**Policy Research Institute of Market Economy (PRIME), Islamabad**

PRIME*Institute is an Independent think tank committed to build an Open, Free, and Prosperous Pakistan Market Economy.*

**June 2015 – September 2015**

**Internship**

Worked at Policy Research Institute of Market Economy (PRIME) as an intern during summer 2015.

**Responsibilities**

* Assisting in Research projects.
* Carrying out Primary & Secondary research.
* Arranging Events.

**British University College, Multan**

**November 2013 – August 2014**

**IELTS Trainer**

Worked at British University College Multan as a trainer of IELTS and Spoken English. Occasionally gave special sessions on different motivational topics.

**Responsibilities**

* Training the IELTS students.
* Conducting 15 days special sessions prior to the IELTS Exam.
* Assisting the students in their admissions in the foreign universities.
* Giving special lectures every Saturday (open to all) on different topics.
* Arranging parties and dinners and other events for the students.

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Conferences & Workshops

* Participated in the arrangements of Pre Budget Seminar Arranged by Pakistan Institute of Development Economics and Pakistan Institute of Parliamentary Services. (Islamabad May 2016)
* Participated in the arrangements of the 31st Annual General Meeting of Pakistan Society of Development Economists. (Islamabad, December 2015)
* Participated in the Arrangements of 2nd National Debt Conference arranged by PRIME. (Islamabad, December 2015)
* Attended the PRIME Youth Workshop 2015 on Privatization and Property Rights. (Nathiagali, August 2015)
* Attended the 30th Annual General Meeting of Pakistan Society of Development Economists. (Islamabad, December 2014)
* Frequently attended seminars on different economic issues during the stay at PIDE

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Co-Curricular Achievements

* Founding member of Young Economists Society at PIDE
* 1st Position in Interdepartmental English Debates at BZU in 2011
* Won several times in Chief Minister English Debates Competition at District & Divisional levels.
* Have been a member of Zikrian Debating Society (BZU).
* Got the “Best Debater of the year” award from Superior College Multan in 2010.
* Have been a good English Speaker throughout the educational life
* Have been the center of stage activities in school and college.

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Professional & Personal skills

* Good knowledge of MS office suites, which includes MS word, Power point, Outlook & Excel.
* Good interpersonal & Teamwork skills.
* Strong follow-up skills.
* Multi-tasking without impacting core job duties
* Promptness, capable of doing things promptly.

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Personal Details

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| Nationality: Pakistani |
| Date Of Birth: 27-December-1990 |
| Languages Known: English, Urdu, Punjabi, Arabic (Read & write knowledge) |
| Marital Status: Single |

***\*\* References could be furnished upon requests.***