

SAQIB

BRANCH BANKING OPERATIONS

SERVICE QUALITY SPECIALIST

CUSTOMER SERVICE OFFICER

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# **ABOUT ME**

“As an imaginative & creative individual, I am seeking various opportunities that would enable me to develop my skills and expertise in these areas. Sociable & outspoken, I possess the need to be the best in what I do & I am currently looking forward to undertake any opportunities wherein my abilities can successfully create a memorable impact by delivering best results.”

# **Experience**

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| **Public Relations Specialist**  **Osprey Consultancy, Islamabad, Pakistan. APR 2015 - FEB 2017**  **Jobs & Responsibilities :**   * Managed sales field and expanded its customer-base. * Developed, maintained and expanded business with current/new customers. * Developed strong communication network with subject leaders. * Researched market regularly in order to keep up with competitors and their services. * Developed marketing strategies both online and traditional to bring new business. * Planned strategic marketing and promotional activities. * Estimated budget required to fulfill promotional requirements. * Brand promotions through different channels including social media and seminars. * Organized presentations for organizations through seminars. * To promote and introduce firms’ services. * Maintained accurate records, contact information, of clients contacted for future. |  |

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| **Marketing Manager | Operations (Events)**  **Tour Tribe, Islamabad, Pakistan. APR 2015 - JAN 2016**  **Jobs & Responsibilities :**   * Leading and managing tourism team with assigned task related to marketing, operations. * Responsible for creating, marketing, organizing local tour events. * Assuring quality service experience to the end customers. * Creating liaisons with vendors & service providers. * Responsible for Digital Marketing and Social Media Community Management.   **Customer Service Officer**  **BankIslami, Islamabad, Pakistan. JAN 2012 - JULY 2015 Jobs & Responsibilities :**   * Responsible for all branch operational activities including Cash Management, * ATM Replenishment, Remittance & Tax Reporting. * Generating and maintaining weekly, quarterly and annual reports for audit purposes. * Cash and Vault Management as per SBP Audit Policies. * Account opening and making necessary checks for the fulfillment of internal and external policies. * Day to day activities related to remittance, fund transfers and CCTV backups.   **Service Quality Officer**  **BankIslami, Islamabad, Pakistan. APRIL 2011 – JAN 2012 Jobs & Responsibilities :**   * Responsible for collecting data of North region admin, marketing and IT issues on daily basis. * Taking feedback of highlighted (admin, marketing and IT) issues from respected departments. * Solving customer’s queries and providing to customers high quality services beyond customer expectation. * Handling complaint and follow up of complaints to resolved these complaints with in turnaround time. * Guiding the customer about account opening and filling customer account opening forms. * Cross selling of different products and services of bank. * Intimating customer about Cheque books, ATM’s, LOT return and different issues of customers. * Creating a liaison between branch staff and HO and Coordinating with concern departments.   **Phone Banking Officer**  **Bank Islami, Karachi, Pakistan. JULY 2010 – APR2011 Jobs & Responsibilities :**   * Responsible for servicing customers over phone on various products and services offered by BIPL. * Maintaining good service levels and cross-sell bank products via call. * Handling 80-100 calls on a daily basis. * Taking complaints through calls and forwarding them to concerned departments and resolving them timely. * Adhering to timelines and maintaining discipline on the floor. * Providing necessary information to customers as per their requirements and needs.   **Education**   |  |  | | --- | --- | | **Master of Business Administration (MBA -Marketing)**  **Capital University of Science & Technology**  **2013 – 2016**  Achieved MBA Certification from Capital University of Science & Technology, Islamabad, Pakistan. |  |   **Bachelor of Commerce (B.Com)**  **Punjab University**  **2007 – 2009**  Achieved B.COM Certification from Punjabi University, Lahore, Pakistan.  **Intermediate of Commerce (I.Com)**  **Board Of Intermediate Education of Rawalpindi**  **2005 - 2007**  Achieved I.COM Certification from Board Of Intermediate Education Of Rawalpindi, Rawalpindi, Pakistan. **Professional Skills** **Consultation Management Supervision  Marketing PR Skills Building Client Relationships**  **Complaint Resolution Service Quality Management** |  |
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# **Awards & Achievements**

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| **Vice President - ASSOCIATION OF CUST & MAJU ALUMNI** |  |
| * Organized several trainings on entrepreneurship for student development and innovation. * Implementing creative ideas and inviting successful personalities to give students an extra value of education. * Facilitating the marketing team in developing and implementing marketing strategies * Identifying relevant local, national and international organizations & building relationships for a variety of learning purposes  **Personal Details**  **Name : Saqib**  **Nationality : Pakistani.**  **Date Of Birth : 20 Feb 1989.**  **Languages : English | Urdu | Hindi | Punjabi | Pashto. Visa Status : Visit Visa (April 2018).**  **Marital Status : Single.** Professional Training  |  |  | | --- | --- | | **Islamic Banking Training conducted by BankIslami Pakistan.**  **Basic Branch Banking Training conducted by BankIslami Pakistan.**  **Security Staff Rights & Responsibilities Training by MAX Foster Global.** |  | |  |