

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 2015Jobs & 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 2012Jobs & 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 – APR2011Jobs & 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**

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| **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

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| **Islamic Banking Training conducted by BankIslami Pakistan.****Basic Branch Banking Training conducted by BankIslami Pakistan.****Security Staff Rights & Responsibilities Training by MAX Foster Global.** |  |

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