***Rana***

|  |  |
| --- | --- |
| **Email** | **rana.378660@2freemail.com** |
| **Address** | **United Arab Emirates.** |
| **Mobile** | **C/o 0505891826** |  |
|  |  |  |  |
|  |  | ***OBJECTIVE*** |  |

***I successfully combined my studies with work and other commitments showing myself to be self-motivated, organized and capable of working under pressure. I have a clear logical mind with a practical approach to problem solving and a drive to see things through to completion. I enjoy working on my own initiative or in a team. In short, I am reliable, trustworthy, hardworking and eager to learn and have a genuine interest in***

***Customer Services,*** ***office administration,*** ***Sales*** ***PublicRelation.***

**PERSONAL DATA**

|  |  |  |
| --- | --- | --- |
| **Religion** | **:** | **Islam** |
| **Date of Birth:** |  | **04th Mar, 1983** |
| **Passport Expiry** | **14-Sep-2021** |
| **Marital Status** | **Married** |
| **No. Of Dependent** | **4** |
| **Visa Status** |  | **Visit (Till 21-03-2018)** |
| **Nationality** |  | **Pakistani** |

**ACADEMIC CAREER:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Certificate/Degree** |  | **Institute/Board** | **Year** |
|  |  |  |  |  |  |  |  |
| **B.Com** | Scholars College of Commerce. | 2004 |
|  |  |  |  | Shadman Lahore. |  |
| **D.Com** | Punjab Board of Technical | 2001 |
|  |  |  |  | Education Lahore |  |
| **MATRIC** | Board of Intermediate and | 1999 |
|  |  |  |  | Secondary Education Faisalabad. |  |

**LANGUAGE SKILLS**

* Have certification of English Language from BETS Lahore.
* Well versed in English as well as in Urdu and Hindi.



**PROFESSIONAL EXPERIENCE:**

**1-Faysal Barkat Islamic Bank** **Aug-2017 to To Date.**

* Designation: Relationship Officer.
* Department: Liabilities

**Responsibilities**:

* Meet sales target of new clients, Volume, Bancassurance and Auto Finance.
* Deal in Account opening Department

**1-Quaid E Azam Library** **Aug-2010 to July 2017.**

* Designation: Public Relationship Officer.

**Responsibilities:**

* Handle all visitors in library in proper way.
* Arrange different events in library and look after all matters of events.
* Work on different periodicals issue by library.
* Attend meeting with higher management and give the support.

***2-*TELENOR Pakistan:** **August- 2006 to June-2010**

* Department: **CRD** (Customer Relations Department)
* Designation: **CRO** (Customer Relations Officer)

**Responsibilities:**

* To take inbound calls of customers for the resolution of their problems.
* To up sell their products to the customers over the call.
* Resolve customer’s query with quality assurance and try to make them

Happy with our service

* To achieve Daily and Monthly Target along with quantity & quality assurance.
* Have worked in different departments of CRD on rotation basis.

**- SAPPHIRE Textiles:** **06-June, 2005 to 25-August, 2006**

* + Department: Local Yarn Sales.
	+ Designation: Officer Yarn Sales

**Responsibilities:**

* + To Make necessary Documentations of LC (Letter of Credit)
	+ To Deal with Parties for Payments and deliveries.
	+ To Generate Daily and weekly Payment Reports.
	+ To Deal with banks regarding LC Documents

**CERTIFICATION**

* Have certification in **Customer Services Excellence** from Telenor Pakistan.

**COMPUTERKNOWLEDGE**

* Have certification in computer basics.
* Well Work on Seible (CRM), CXpress, Geneva, CAM (Telecom Software)
* Well work on MS Office (Word, Excel, PowerPoint)
* Good knowledge of Using Internet.