**ABDUL** 

***Nationality: Pakistani***

***Email:*** [Abdul.382339@2freemail.com](mailto:Abdul.382339@2freemail.com)

## CAREER OBJECTIVE:

I wish to be part of a dynamic organization where I can utilize my abilities and skills and participate in the organization success. I am therefore keen to find a new and suitably challenging role within a market-leading organization*.*

## ACADEMIC QUALIFICATION:

* **MASTER IN BUSINESS ADMINSTRATION (MBA FINANCE)**

From Muhammad Ali Jinnah University Karachi Pakistan.

* **BACHELOR OF COMMERCE(B.COM)**

From University of Karachi Pakistan.

* **INTERMEDIATE WITH COMMERCE (I.COM)**

From Karachi Board.

* **MATRICULATION WITH SCIENCE**

Sindh Board SSC (Karachi).

## COMPUTER SKILLS:

* Microsoft Office.
* Microsoft Word.
* Microsoft Power Point
* Networking and browsing

## Extra-Curricular Activities:

* Internet Browsing
* Acquiring knowledge about trade and stock market
* Reading newspapers specially business news

## Image result for silk bank logoWORK EXPERIENCE:

**Silk Bank Limited**

* **Worked as a “Verification Officer” in Customer Risk Division Department(from 2014 to Till Now)**
* Key Responsibilities:
  + Worked there as a Team Leader in Verification Unit (CIU - South).
  + Demonstrate leadership and people management skills by grooming, developing and coaching the team along with sharpening myself.
  + Coordinate with Initiation Unit regarding verifications of cases.
  + Review and analyze all south verification cases for signing.
  + Scrutinize and vigilance on every officer’s attempt cases through cross function process.
  + Segregate the cases for discussion with verification officers and remove incompleteness of verification report.
* **Worked as a “Phone Banking Officer” Inbound Contact Centre Department**
* Key Responsibilities:
  + Handle the inbound calls of the customers
  + Compiling the data of the customer in the system
  + Understanding the queries of the customers
  + Solve the general issues of the customers.
  + Generating revenue through Sales of the Client products.
  + Activation and Deactivation of SCB Cards & Pin issuance.
  + Handling Supervisory Calls to resolve customers concerns.

## PERSONAL DETAILS:

* Religion : Islam
* Marital Status : Single
* Nationality : Pakistani
* Domicile : Karachi
* Gender : Male

**LANGUAGES**

* English
* Urdu
* Punjabi

## REFERENCES:

To be furnished upon request.