






Relationship Manager

CONTACT

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VIRTUAL RELATIONSHIP MANAGER SKILLS

- Management and Relationship Expert
- Risk Control and Audit preparation
- Handling the customer and supports the sales target archived
- Database management system
- Analysis and Research
- Data Gathering Tools Expert
- Expert In leads generation
- Research and analysis
- MS & WPS office, Excel, PowerPoint
- Troubleshoot and Maintain Errors

CERTIFICATIONS

- Financial Literacy Training Program, National Finance Literacy Program For Youth - 2021

EDUCATION

Bachelor in Computer Science:
Specialization In Double Computer, 2019
Islamia Universty - Pakistan

ICS: health and physical Civics, 2016
BISE - Pakistan

NAEEM WAQAS

PROFESSIONAL SUMMARY

Well-qualified Customer Service Manager/Relationship Manager with **4+ years** of **extensive experience**. Detail-focused with knowledge of **employee training techniques** throughout sales process and dedication to meeting and **exceeding Relationship goals**. Charming **Manager** with skill in **communication** and **collaboration** for **best-in-class service**. Proficient in **team** and **operational leadership**. Prepared to offer expertise to support business success.

WORK HISTORY

Customer Relationship Manager 05/2019 - 03/2023
HBL Microfinance Bank Limited- Punjab, Pakistan

- Managed Customers and Experienced in documents verification.
- **Responded** to customer As per their queries and resolve the queries
- Handle **CRS FATCA cases, DNFBP CASES, OD cases, FD Cases** etc.
- Know the **banking process** and advise customers accordingly
- **Handling** Business accounts and company accounts
- Experienced in document prepare for Audit, Risk control verification and relevant
- Always prefer Client's Comfort and **bank's policies** at priorities.

Customer Service Manager 02/2017 - 01/2018
U-Fone Franchise - Pakistan

- Managed **expense controls** by overseeing **warranty counselling** process.
- **Responded** to customer requests with friendly **service** and **support**.
- **Reduced** process inconsistencies and effectively **trained team members**.
- Reconciled **documentation discrepancies**, ensuring correct reporting.
- Optimised **customer support** by establishing collaborative service.

Receptionist 01/2018 - 04/2019
Khyber Shanvari restaurant - Hasilpur, Pakistan

- Inform the Guests About the availability of the tables and direct them to the table
- **managed the communication, customer records in the restaurant**
- Enhanced performance **data management techniques**.
- **Demonstrated new cooking** to customers, **explaining the food and test**
- Good communication skills with the customers

Assistant Manager 01/2015 - 01/2016
Uniliver - Pakistan

- Prepared comprehensive **audit reports**, facilitating accurate measurement.
- **Reviewed production issues** and implemented corrective action plans,
- **Supported management** in implementing improved **strategies** to **grow profits** and **develop brand reputation**.
- Evaluated **staff performance**, implementing **training** and **development programmes** to maintain exceptional service levels.