



SYED OVAIS HUSSAIN QADRI

Banking/Customer Services Professional

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D.O.B: FEB 08,1987

Education

MBA (BANKING & FINANCE)
(2009-2010)
Karachi University, Pakistan

BBA
(2006-2009)
Karachi University, Pakistan

INTERMEDIATE -COMMERCE
(2003-2005)
Commecs College, Pakistan

O-LEVEL
(2000-2003)
Spring Field School, Pakistan

Profile

A highly motivated professional holding 12+ years of Banking experience with a practical approach of problem solving and a drive to see things through completion. I am pursuing a professional career in a leading organization with an aim to positively benefit the organization's goal and thus grow by exhibiting my outstanding technical and personal skills.

Experience

Bank AL Habib Limited

22th September 2019 to 18th October 2023

Customer Services Complaints

- Conduct through investigation of complaints and ensure that complaints are resolved up to customers' satisfaction.
- Follow up with assignee departments to ensure timely resolution of complaints.
- Responsible to ensure that complaints are resolved and closed within SBP TATs of 3 and 7 working days.
- Conduct investigation of SBP/BMP complaints and draft final responses for SBP/BMP.
- Specialized in handling of ADC & IT related complaints.
- Conduct root cause analysis of complaints and suggest required corrective measures to Head of Department.
- Responsible for conducting surveys after closure of complaints to gauge complainant's satisfaction level with the provided closure of complaint.

9th March 2017 to 22th September 2019

Service Quality Officer

- Responsible for conducting surprise visits of branches in the North and KPK Zones.
- Maintaining MIS of the highlighted issues.
- Coordinating with admin to resolve branch issues.
- Conducting training to develop and enhance knowledge about Service Quality to NZ & KPK Zones.
- Responsible for making quarterly Service Quality reports.
- Responsible for compiling data of branch self-assessment received from branches in Pan Pakistan.
- Maintaining MIS of Data.
- Conducting Surprise Visits of Branches for validation of self-assessment checklist Pan Pakistan. (Visited Sindh, North, Balochistan and Quetta Area Supervised cash entries.
- Responsible for training and development of Service Quality team members Reconciling ATM transactions at branch level.
- Conducting training to develop and enhance knowledge about Service Quality to branches and Area offices Pan Pakistan.
- Conducting mystery calls Pan Pakistan and making quarterly reports.
- Analyzing Mystery Shopping Videos and marking the branches accordingly.
- Responsible for making quarterly reports from the date received from ACO.

Key Skills

Positive, Optimistic, Innovative
Organized, diligent, and tenacious
Excellent communication skills

Technical Skills

CRM
MS OFFICE SUIT

Languages

English
Urdu

Previous Experience

17th November 2014 to 17th Oct 2015

Senior Universal Teller • Dubai Islamic Bank Ltd •

- Specialized in Account Opening: Opened about 500 accounts.
- Developed a Training Manual regarding Account Opening.
- Responsible for Customer handling.
- Responsible for Customer facilitation.
- Handled Inland Remittance and Foreign Payments.
- Handled Inter-Bank advice.
- Conducted service coaching.
- Supervised cash entries.
- Made the Winder branch operational.
- Reconciling ATM transactions at branch level
- Conducting Mystery Calls Pan Pakistan and making quarterly reports.
- Analyzing Mystery Shopping Videos and marking the branches accordingly.
- Responsible for making quarterly reports from the date received from ACO.

26th Sept 2011 to 09th Nov 2014

General Banking Officer • MCB Bank Ltd •

- Specialized in Account Opening: Opened about 500 accounts.
- Developed a Training Manual regarding Account Opening.
- Responsible for Customer handling.
- Responsible for Customer facilitation.
- Handled Inland Remittance and Foreign Payments.
- Handled Inter-Bank advice.
- Conducted service coaching.
- Supervised cash entries.
- Made the Winder branch operational.
- Reconciling ATM transactions at branch level.
- Conducting Mystery Calls Pan Pakistan and making quarterly reports.
- Analyzing Mystery Shopping Videos and marking the branches accordingly.
- Responsible for making quarterly reports from the date received from ACO.