



M. Tanvir Ahmad



Abu Dhabi, UAE



tanvir.ahmad153@gmail.com



+971 569879153



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ABOUT ME

To seek and maintain full-time position that offers professional challenges utilizing interpersonal skills, excellent time management and problem-solving skills.



PROFESSIONAL EXPERIENCE

National Bank of Pakistan | Supervisor Operations

(Nov 2019 – Oct 2023)

- Answer questions from staff and provide guidance and feedback.
- Anticipate escalation and take over calls when needed
- Floor Monitoring, Keep the daily call center operation smoothly.
- Responsible for maximize the service level without compromising quality of the calls.
- Measure performance with key metrics such as call abandonment, calls waiting etc.
- Ensure adherence to policies for attendance, established procedures etc.
- Keep management informed on issues and problems occurred on most priority.
- Correspondence with other departments like FRMU, Complaint Team, Online Authorization ETC.
- Prepare monthly/annual results and performance reports based on Agents call evaluations.
- Dealing in different loans like Home Financing, Auto Loan, Advance Salary, Small Industrial loan, Loan against Gold & Bank assurance.
- Providing the loans information as per client's need.
- Signing off the forms by the runners & process these further to the CIU.
- Continuous follow-up with the customer & let him informed about his loan approval.
- In case of any huddle or rejection, sort out the issue & get it resolved as per bank's policy.
- Calculate the expected debt burden according to the ECIB report.
- Resolve all the queries of the customer till the loan disbursement

World in Consulting (Pvt) Ltd. | Admin Officer

(July 2017 – Oct 2019)

- Manages all correspondence within and outside the organization.
- Records all incoming and out-going letters and documents.
- Receives advice from the project Manager and Executive Director on relevant issues and tend to the information/inquiries sought.
- Conveys all the required instructions and policies of the organization to the staff and the views of the regional staff to the leading body.
- Monitors administrative aspects of the regional office/staff and evaluates discipline and punctuality of the staff to the assigned tasks.
- Ensure the maintenance of attendance register in office and also confirm staff attendance level in the field.
- Responsible to supervise the work, related to purchase of furniture, office equipment, computers, vehicles/motorbikes/bicycles, air conditioner and miscellaneous.
- Responsible to negotiate services agreements with vendors.
- Looks after administrative affairs of the Office.



SKILLS

Personal Skills

- Sales reporting
- Customer relations
- Team Player
- Problem analysis

Technical Skills

- Microsoft office



ACADEMIC BACKGROUND

BS in Science	2020
HSSC Pre Engineering	2012
SSC Science	2010



PERSONAL PARTICULARS

- Date of Birth: 05 May, 1995
- Languages Known: English, Urdu, Hindi.
- Nationality: Pakistani
- Status: Married