



CORE COMPETENCIES

- Customer Service
- Social Intelligence
- Stress tolerance
- Petty Cash Management
- Relationship-Building
- Upselling and cross selling
- Conflict Resolution



SOFT SKILLS

- Communicator
- Team Spirit
- Detail-Oriented and Reliable
- Multi-Tasking
- Sound Decision-Making Skills
- Time Management
- Analytical and Problem-Solving
- Adaptive
- Honest
- Compliance
- Planning and Organizing

ACHIEVEMENTS & AWARDS

- Branch Service Officer Batch Training Program – November 2021.
- Digital Marketing Tools Campaign – August 2022.
- Creating a positive customer experience
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PROFILE SUMMARY

- Experienced Teller/Customer Services Representative with having 2 year's of progressive experience in the field of banking.
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TECHNICAL SKILLS



CUSTOMER SERVICE

- UPSELLING AND CROSS SELLING
- EASLY UNDERSTANDING CUSTOMER WHAT HE WANT
- T24 (Teller software)
- Digital Marketing (Meta Marketing, Insta, Google, Pinterest and Reddit etc.)
- Microsoft Office



EDUCATION

2016-2020

Bachelor of Business Administration, National University of modern Languages .

2014-2016

Intermediate in Commerce, Punjab Board of Technical Education Lahore.



WORK EXPERIENCE

JUNE 2021 to NOV'2023

Teller/Customer Services

BANK ALFALAH, SHADRA BRANCH LHR.

Key Responsibilities.

- Assist customers with various financial transactions, such as deposits, withdrawals, and fund transfers.
- Provide information on account balances and transaction history.
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- Assist customers with various financial transactions, such as deposits, withdrawals, and fund transfers.
- Handle and resolve discrepancies, errors, and other issues related to customer accounts.
- Collaborate with other bank departments to address complex problems.
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WORK EXPERIENCE

APRIL'2020 – MAY'2021

SALES OFFICER

Noor Alam Industries Lahore-Pakistan.

Key Responsibilities:

- Identify and pursue new business opportunities through research, networking, and cold calling.
- Generate leads and build a robust sales pipeline.
- Cultivate and maintain strong relationships with clients to understand their needs and ensure customer satisfaction.
- Provide ongoing support and address any concerns to foster long-term partnerships.
- Develop and deliver compelling sales presentations to showcase product features and benefits.
- Conduct product demonstrations to highlight the value proposition to potential clients.



WORK EXPERIENCE

JAN'2019 – MAY'2020

SALES OFFICER

Gulberg Associates, Lahore-Pakistan.

Key Responsibilities:

- Identify and pursue new business opportunities through research, networking, and cold calling.
- Generate leads and build a robust sales pipeline.
- Cultivate and maintain strong relationships with clients to understand their needs and ensure customer satisfaction.
- Provide ongoing support and address any concerns to foster long-term partnerships.
- Develop and deliver compelling sales presentations to showcase product features and benefits.

PERSONAL DETAILS

Date of Birth: 10/08/1996

Nationality: Pakistani

Marital Status: single

Languages: English (fluent); Hindi (fluent); Arabic(basic)

Driving License: Pakistan

Reference

Will be furnished upon request/demand.