

Hafiz Mohsin Ali

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Profile

Customer service representative with professional experience. Dedicated to better customer experiences with reliable product knowledge, timely assistance, helpful response to queries and respectful conflict management actions. Enthusiastic and personable individual who enjoys working with people and building long-lasting relationship and product loyalty.

Possess demonstrated abilities in;

| | | |
|------------------------------------|---|----------------------------|
| - Accurate Money Handling | - CRM Software Proficiency | - Goal-oriented |
| - Working on 5 C's of Email | - Proficient in Foreign Currency Handling | - Rapid key data entry |
| - Cross selling and up selling | - Strong Banking Concepts and Policies | - Cash Handling Expertise |
| - Take care of customer complaints | - Co-ordination with internal team | - Greeting Customers |
| -Time Management | -Excellent Communication Skills | - Good Mathematical Skills |

Practical Experience Summary

| Tenure | Company | Duration | Designation |
|---------------|----------------------|----------|--------------------------|
| (2022 – 2023) | Askari bank limited | 1.5 Year | Branch service officer |
| (2018 – 2022) | Meezan bank | 4 Year | Branch service officer |
| (2013 – 2017) | Bank Alfalah limited | 5 Year | Customer service officer |

Education Summary

| Year | Institute | Country | Status |
|--------|---|----------------|-----------|
| (2015) | M.com (Banking & Finance) (university of central Punjab) | Pakistan (PAK) | Completed |
| (2012) | B.COM (The university of Punjab) | Pakistan (PAK) | Completed |
| (2009) | F.S.C(Pre-Engineering) (Govt Islamia College Civil Lines Lahore) | Pakistan (PAK) | Completed |

Personal Traits

- o Possess effective presentation, negotiating skills verbal and written communication skills
- o Ability to manage adhoc responsibilities, multiple assignments and priorities.
- o Hard Worker, Honest, Self-Starter, Problem Solver, Responsible, Decision Maker.
- o Able to handle pressure, good work ethics, dedicated to highest work quality.



Askari Bank was incorporated in Pakistan on October 9, 1991, as a public limited company. Askari Bank has been reporting consistently good results in recent periods. Leveraging its brand strength and technology with focus on key drivers for customer experience, the Bank's strategies have delivered consistent growth in revenues, and a broadened customer deposit base.

Branch service officer [AUG, 2022 to NOV, 2023]

Job Description:

- Processed customer transactions promptly, minimizing wait times.
- Proficient in exchanging different foreign currencies.
- Completed highly accurate, high-volume money counts via both manual and machine-driven approaches.
- Educated customers on use of banking website and mobile apps.
- Maintained 100% accurate records of customer transactions in line with bank procedures.
- Delivered quality service with remarkable efficiency by skillfully overseeing daily branch operations.
- Balanced cash drawer daily and resolved discrepancies to provide accurate data regarding cash flow.
- Liaised with sales, marketing, and management teams to develop solutions and accomplish shared objectives.
- Exhibited high energy and professionalism when dealing with clients and staff.
- Maintained current knowledge of sales promotions and highlighted sales to customers
- Disbursed cash and checks accurately while maintaining security of cash drawers.
- Counted, verified and handled bank deposits and armored car transactions.
- Performed all duties as assigned by the supervisor.



Meezan Bank is Pakistan's first Islamic bank, which began its operations in 2002 after obtaining the inaugural Islamic commercial banking license from the State Bank of Pakistan. The bank is based in Karachi, Pakistan, with its headquarters located at Meezan House. It boasts an extensive network of over 950 branches.

Branch service officer [Nov, 2017 to Jan, 2022]

Job Description:

- Responded to customer requests for products, services, and company information.
- Submitted loan applications to underwriter for verification and recommendations.
- Originated, reviewed, processed, closed, and administered customer loan proposals
- Grew sales and boost profits, applying proactive management strategies and enhancing sales.
- Built relationship with customers and community to establish long term business growth.
- Participated in team meetings and training sessions to stay informed about product updates and changes.
- Analyzed customer service trends to discover areas of opportunity and provide feedback to management.
- Developed and presented valuable sales presentations to potential customers to highlight features and benefits of products.
- Helped college students obtain financial aid through loan programs.
- Tracked market and industry trends, regulations and practices through trade shows and publications.



Bank Alfalah Limited, formerly Habib Credit and Exchange Bank, is a Pakistani retail bank that is a subsidiary of the Emirati company Abu Dhabi United Group. It is one of the largest private Banks in Pakistan with a network of more than 890 branches in more than 200 cities across Pakistan with an international presence in Bangladesh, Afghanistan, Bahrain and UAE of 12 branches.

Customer service officer [Dec, 2012 to Nov, 2017]

Job Description:

- Set up service appointments to handle advanced technical concerns at customer locations.
- Assisted customers with setting up or closing accounts, completing loan applications, and signing up for new services.
- Helped large volume of customers every day with positive attitude and focus on customer satisfaction.
- Collaborated with staff members to enhance customer service experience and exceed team goals through effective client satisfaction rates.
- Increased efficiency and team productivity by promoting operational best practices.
- Processed customer applications and approved loans in accordance with bank policy.
- Reviewed business operations and obligations to help organization function at acceptable level.
- Exhibited high energy and professionalism when dealing with client and staff.
- Generate sales lead that develop into new customers.
- Monitored and verified suspicious activity on customer accounts.
- Collaborated with cross-functional teams to identify and address customer needs.