



Muhammad Hamza Khalid

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Overview

Backed with a Bachelor's Degree in Business Administration, Customer Relations & Customer Services are my strongest expertise. I have 3 years of experience in the Banking and Telecommunication sector in Pakistan. I've worked in reputable bank and organizations, **Bank Islami Limited** and **Jazz Limited Pakistan** are to name a few.

Using my expertise, I helped organizations maintain healthy customer relations. Which resulted, more customers availing more services and buying more products? For my work, I have received numerous awards, too.

Objective

Although most of my experience is in the banking sector, I can be a great fit for any organization looking to build a healthy customer base and sell their services/products.

Experience

Worked as Customer Services Officer in Jazz, Pakistan

(March 2021 to Dec 2023)

Key Responsibilities

- Customer Service & Branch Cash Handling.
- Issuance of New & Replacement SIMS.
- Maintaining portfolio of Post-Paid Corporate customers & individuals.
- Responsible for attaining New Customers from Corporate sector.

Worked as Universal Teller/Services Officer in Islami Bank Islamabad, Pakistan

(Feb 2020 to Feb 2021)

Key Responsibilities

- Customer Service and queries.
- Cash handling (PKR+FCY) as per SBP directives (Clean Note Policy).
- Online Fund Transfer.
- Foreign remittances (Home Remittances).
- Preparation of all cash related statements required by SBP.
- Preparation of Drafts, Pay Orders etc.
- Balance the cash at the end of the day.
- Assist in achieving the goals / targets of the branch.
- Issuance and balancing of Banker's Cheques.

Worked as student coordinator in Quaid-e-Azam International Hospital, Pakistan

(August 2019 to Sep 2019)

Key Responsibilities

- Assisted in end-to-end recruitment processes, from candidate sourcing to interview coordination, resulting in a streamlined hiring process and successful onboarding of new employees.

- Contributed to the development and execution of employee engagement initiatives, fostering a positive workplace culture and enhancing team collaboration. Managed confidential HR records, ensuring accuracy and compliance with company policies and legal requirements.
- Provided administrative support in day-to-day HR operations, including database management and assisting in the implementation of HR programs.
- Enhanced interpersonal and communication skills through effective collaboration with team members and interactions with employees at various organizational levels.
- Developed a strong understanding of HR best practices, contributing to the optimization of HR processes within the organization.

Education

Bachelor's in Business Administration from **PMAS-Arid Agriculture University**, **2.94 CGPA (2020)**

Achievements

Best Customer Services award for year 2022 by Jazz Pakistan.

Skill Highlights

- Cash Management
- Compliance of Regulations
- Book-keeping
- Handling Receivable
- Handling Payables
- Bank Reconciliation Statement
- Resolving Invoicing Issues
- Team Building & Motivation
- Leadership

Languages

- English
- Urdu
- Punjabi
- Hindi

Personal Information

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| • Visa Status | Visit Visa valid till 12 th May 2024 |
| • Passport No | FU415665 |
| • Marital Status | Single |
| • Address | International City Dubai, UAE |
| • Availability | Immediate Available . |