



Ali Abbas

Customer Relationship Manager
Bank Al Habib Limited

Contact Info

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Lahore, Pakistan

A hardworking and highly Disciplined person, possessing strong inter personnel skills, also an adaptable and dedicated team member, capable of working under pressure and to strict deadlines, and able to work using own initiative.

Strengths & Skills

- ✓ Ability to listen.
- ✓ General Solutions
- ✓ Performance Management
- ✓ Team-Building Skills
- ✓ Communication Skills
- ✓ Leadership Skills
- ✓ Time Management
- ✓ MS Office
- ✓ multiple languages
- ✓ Team player

Academics

Title	Institute	Date
MBA (Marketing&HR)	Superior University, Lahore	2010
B.A (Graduation)	Punjab University, Lahore	2006

* Certifications

Title	Authority	Date
Diploma in Customer services	Bank Al Habib Ltd.	2017

Experience 13 years

Company	Designation	Duration	
Bank Al Habib Limited	Customer Relationship Manager	Mar 2012 - Jul 2023	11 years
Mobilink Pakistan	Customer care representative	Mar 2010 - Feb 2012	2 years

Work History

Bank Al Habib Ltd.

Customer Relationship Manager

Lahore, Pakistan

Meet and Greet customers and resolve their queries.
Making sure the desired output has been delivered.

Train the upcoming staff with appropriate skills.
Value addition in customer services being reputable Manager in the region designated.
Analyze and have scrutiny on all customer profiles to make sure their accounts remain active.
Integrity and Honesty being feather in my cap in whole service time.

Mobilink Pakistan

Customer care representative

Lahore, Pakistan

Handling customer calls and addressing them with nice attitude
Handling customer complaints and suggesting best solution to them
Make sure to feel customers comfortable and serve with a great experience.

▪ Awards

Title	Authority	Date
Best performance	Bank Al Habib Limited	2020

✓ Industries

- Call Center
- Banking

▪ Languages

- English- Fluent
- Urdu - Native

* Functional Areas

- Client Services & Customer Support
- Data Entry
- Retail
- Sales & Business Development

♥ Hobbies

- International Affairs