



M. Tanvir Ahmad



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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

Habli Project Management Services Est. UAE | Document Controller

(Jan 2024 – till date)

Client:

- Fabrix Construction Group
- Asian Electromagnetic Company

- Copy, scan and store documents
- Check for accuracy and edit files, like contracts
- Review and update technical documents (e.g. manuals and workflows)
- Distribute project-related copies to internal teams
- File documents in physical and digital records
- Maintain confidentiality around sensitive information and terms of agreement

National Bank of Pakistan | Supervisor Customer Services

(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.
- 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.
- Calculate the expected debt burden according to the ECIB report.

World in Consulting (Pvt) Ltd. | Admin Officer

(July 2017 – Oct 2019)

- Manages all correspondence within and outside the organization.
- 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.
- Responsible to supervise the work, related to purchase of furniture, office equipment, computers, vehicles/motorbikes/bicycles, air conditioner and miscellaneous.

SKILLS

Personal Skills

- Sales reporting
- Customer relations
- Team Player
- Problem analysis
- Problem Solving
- Time Management

Technical Skills

- Training
 - Microsoft office
 - CRM System
 - NSER
 - MIS Reporting
 - Soft Skills
 - Computer Applications
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ACADEMIC BACKGROUND

BS in Applied Physics	2020
HSSC Pre Engineering	2012
SSC Science	2010



PERSONAL PARTICULARS

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