

# Sarwat Iqbal

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## Profile Summary

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Dynamic and results-driven professional with extensive experience in customer service across diverse industries. Proven track record of building and maintaining positive relationships with clients to drive business growth and enhance customer satisfaction. Skilled in resolving complex customer inquiries and complaints, while delivering exceptional service and support. Proficient in office administration, financial reporting, and database management. Committed to continuous learning and leveraging expertise in customer relationship management to contribute effectively to organizational success.

## Experience

### Administration Officer

RMCL Shipping Line- Dubai, UAE

Feb- 2023 – Present

#### Responsibilities

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- Perform daily office duties such as answering calls, sorting and distributing mail, and drafting communications to ensure smooth office operations.
- Assist in the preparation and maintenance of regular reports, providing accurate and timely information to support decision-making processes.
- Develop and manage an efficient filing system to organize and store documents for easy access and retrieval.
- Update and enforce office policies and procedures to promote consistency and compliance with company standards.
- Act as a central point of contact for both internal teams and external partners, addressing queries and coordinating communication effectively.
- Handle ad hoc administrative tasks as assigned, demonstrating flexibility and a proactive approach to support team objectives.

### Assistant Manager

ABACS Florida, USA

Jan 2007 – Jan 2008

#### Responsibilities

- Supervised all aspects of monthly financial reporting and payroll preparation, meticulously ensuring accuracy and adherence to deadlines.
- Updated and maintained accounting journals and company general ledgers, ensuring they were consistently accurate and readily available for executive review.
- Reviewed and approved cash disbursements, meticulously verifying check amounts against invoices and authorizing checks and wire transfers in accordance with company policies and procedures.
- Collaborated with cross-functional teams to gather relevant financial data and ensure comprehensive reporting accuracy.
- Implemented process improvements to enhance efficiency and effectiveness in financial reporting and payroll processing.
- Conducted regular audits to identify and address discrepancies, ensuring compliance with regulatory requirements and internal controls.

- Provided support and guidance to team members, fostering a collaborative environment.

### **Customer Relationship Manager**

**Standard Chartered Bank, Karachi, Pakistan**

**Apr 2005 – June 2006**

#### **Responsibilities**

- Managed a team of 12 employees responsible for resolving customer disputes and ensuring satisfaction.
- Effectively addressed customer inquiries, issues, and complaints both in-person and over the phone, fostering positive relationships and facilitating clear communication.
- Provided comprehensive product and brand knowledge to drive sales and meet customer needs.
- Developed and nurtured long-term client relationships, accurately assessing pricing and terms to achieve customer goals.
- Expanded customer base through proactive acquisition efforts and tailored product recommendations based on identified needs.
- Maintained strong relationships with existing customers through proactive follow-up and support after sales transactions.
- Conducted regular meetings with team members to assign tasks, discuss market trends, and communicate sales priorities and key performance indicators (KPIs).

### **Consumer Banking Officer**

**NIB Bank Ltd Karachi, Pakistan**

**Oct 2004 – Feb 2005**

#### **Responsibilities**

- Fostered productive relationships with stakeholders to drive ongoing business development initiatives.
- Mitigated bank losses by strictly adhering to established risk management policies and procedures.
- Created pitch books, briefs, and status reports to effectively communicate business strategies and objectives.
- Supervised the preparation of documents, financial models, and presentations to ensure accuracy and professionalism.
- Handled complex complaints and managed interactions with dissatisfied customers with professionalism and diplomacy, resolving issues to achieve favorable outcomes.
- Ensured high levels of customer satisfaction by providing friendly, helpful, and informative customer service.
- Engaged with customers via phone calls and online chats to address inquiries, provide assistance, and maintain positive relationships.

### **Customer Service Officer**

**Bank Al Falah, Karachi, Pakistan**

**Feb 2004 – Oct 2004**

#### **Responsibilities**

- Interacted with customers through multiple channels including in-person, phone, and email to address inquiries and concerns.
- Managed customer complaints by providing prompt responses and effective solutions to ensure satisfaction.
- Facilitated customer verification processes and handled requests, forms, applications, and orders efficiently.
- Provided feedback on customer interactions and processes to drive continuous improvement in service delivery.

**Public Relations Officer**  
**MACY, S New York, USA**  
**Responsibilities**

**July 2003 - Jan 2004**

- Coordinating administrative tasks and ensuring smooth operation of office functions from the backend.
- Handling customer inquiries, complaints, and feedback in a professional and courteous manner.
- Providing prompt and effective resolutions to customer issues to maintain high satisfaction levels.
- Liaising with various departments to address customer concerns and ensure timely resolution.
- Implementing strategies to enhance customer experience and promote positive interactions.

**Database Administrator**  
**UNHCR (United Nations High Commission for Refugees) Karachi, Pakistan**

**Apr 2002 – Jun 2003**

**Responsibilities**

- Overseeing database management, including development and maintenance of applications.
- Generating reports to analyze data and support decision-making processes.
- Providing technical support and coordination with staff members.
- Assisting in conducting surveys to gather relevant information and insights.

**Education**

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**Greenwich University** **2006**  
**Masters in Business Administration Human resource Management**

**Mehran Girls Degree College** **2000**  
**Bachelors in Arts**  
**Educational Psychology, Sociology, Economics**

**St. Peters High School** **1996**  
**High School Diploma Science**  
**Biology, Chemistry, Physics**

**Skill Highlights**

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**Personal Competencies**

- Customer service
- Communication Skills
- Problem-Solving and Decision-Making
- Office Management
- Attention to Detail
- Quality Focus
- Adaptability and Flexibility
- Time Management
- Teamwork and Collaboration