



PROFESSIONAL SUMMARY

Accomplished and results-oriented professional with a comprehensive background in the telecommunications and financial sectors. Proven track record in customer care services, sales, and risk management, with an extensive history of contributing to the success of renowned organizations in Pakistan and the UAE.

EDUCATION

2010 - 2012

Master in English literature

University of Education Lahore / Pakistan, Lahore

SKILLS

- Communication Expert
- Problem Solving Expert
- Interpersonal Skills Expert
- Active Listening Expert
- Stress Management Expert
- Time Management Expert
- Organization Expert
- Technological Proficiency Expert
- Sales Ability Expert
- Negotiation Expert
- Conflict Resolution Expert
- Patience Expert
- Data Entry Expert
- Financial Services Proficiency Expert
- Strategic Sales and Client Management Expert
- Exceptional Customer Care Expert

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LANGUAGES

EXPERIENCE

2022 - Now

Customer Service

Lulu International Exchange / United Arab Emirates, Abu Dhabi

We are one of the world's leading currency exchange and money

transfer service companies. Our 94 branches across UAE and our

customer-centric approach make us a reliable and safe option for all

your transactions.

2020 - 2022

Risk Officer

Telenor Microfinance Bank / Pakistan, Lahore

Telenor Microfinance Bank is jointly owned by Telenor Group the

leading telecommunications to

Company across Scandinavia and Asia with 174 million customers,

and Ant Group, operator of the

World's leading payment and lifestyle platform Alipay that's also an

affiliate company of Alibaba Group.

2017 - 2020

Sales Executive

Etisalat Telecom UAE / United Arab Emirates, Dubai

Emirates Telecommunications Corporation, branded trade name

- English
- Urdu
- Hindi
- Arabic

### HOBBIES

- Traveling
- Out door activities

### COURSES

2014

#### Customer Service Excellence

Mobilink Telecom

2014

#### Brilliant communicator

Mobilink Telecom

2015

#### Serve with Smile

Mobilink Telecom

2021

#### AML

Telenor Microfinance Bank

2023

#### Effective Cash Handling

Lulu International Exchange

2023

#### Money Laundering awareness

Lulu International Exchange

### AWARDS

- Customer Service Excellence

Etisalat, is a multinational UAE based telecommunications services provider, currently operating in 18 countries across Asia, Middle East and Africa.

2013 - 2016

#### Customer Service Mobilink Telecom / Pakistan, Lahore

Mobilink is Pakistan's leading telecom service provider, spearheading service excellence and product innovation in the country with a subscriber base above 50 Million and a legacy of more than 20 years.

### CUSTOM

2023 -

#### Driving license United Arab Emirates, Uae