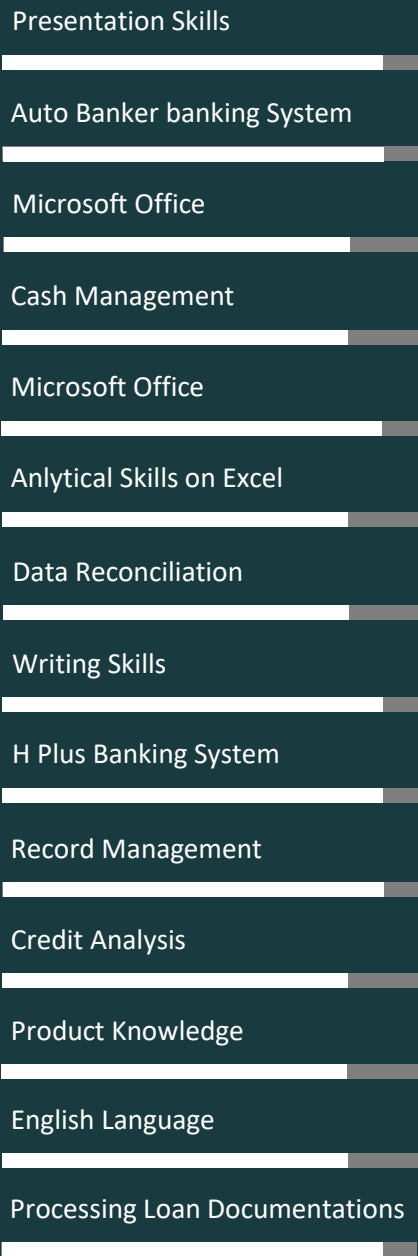


SOFT SKILLS

- Time management
- Communication
- Problem solving
- Customer service
- Active listening
- Critical thinking
- Inter Personal skills
- Prioritizing
- Goal Setting
- Work Ethics

TECHNICAL SKILLS



BUSHRA RIAZ

CUSTOMER SERVICES OFFICER

Sargodha,Pakistan +92 348 6552155 bushrariaz1694@gmail.com

PROFILE

I am Customer Services Officer with almost 3 and half Years total experience in sales & Operations with excellent track record. I have excellent verbal and written communication skills. I’m strong collaborator and active listener looking for a position in a dynamic organization where I can use my skills to perform and achieve institutional goals. I’m well equipped with strong grip on multiple banking systems and analytical skills in excel workbook

EXPERIENCE

CUSTOMER SERVICES OFFICER

U Microfinance Bank, Sargodha
Mar 2023 – Present

Main responsibilities are to guide customers about different products, bank policies and requirements regarding different types of accounts. Providing technical support to customers and maintaining customer service reports to track customer satisfaction level allowing for quick and informed decision Making.

CUSTOMER SERVICES OFFICER

FINCA Microfinance Bank, Sargodha
Sep 2020 –Mar 2023

Main responsibilities are to Ensure post sale service to the client. Responsible for reconciliation of Bank GLs and Security Stationary. Managing inward/outward clearing/collection cheques for timely lodgments. Taking care of internal/online funds transfer cheques from customer. Guiding customers about bank policies and requirements regarding different types of accounts. Providing technical support to customers and maintaining customer service reports to track customer satisfaction level allowing for quick and informed decision Making.

BUSINESS DEVELOPMENT OFFICER

H.G Markets (PVT) Limited, Sargodha
Oct 2019 – Sep 2020

Main responsibilities were to Present the product and service in a structured professional way to generate quality leads that result in sales. Monitoring International market performance in relevant product by reviewing Trade Media and keeping clients updated with the same and provide investment advice

EDUCATION

BS Economics
2015-2019

University Of Sargodha
BS Economics (Hons) from UOS

Intermediate
2012-2014

Al Suffah Girls College Sargodha
FA Economics from Govt College

Matriculation
2009-2011

Govt National Girls High School
Matriculation in science from Govt National Girls High School

Hifz-e-Quran
2008

Ghowsia Girls College
Hifz e Quran from Ghowsia Girls College