



FAKHER ZAMAN

Customer Assistance

EDUCATION

2014-2015

**BACHELOR OF COMMERCE
UNIVERSITY OF THE PUNJAB**

2012-2013

**INTERMEDIATE
BOARD OF INTERMEDIATE AND
SECONDARY EDUCATION LAHORE
PAKISTAN**

SKILLS

- Problem Solving
- Team management
- Communication Skills
- Facilities and Presentation Skills

LANGUAGES

- English
- urdu
- Punjabi

CONTACT

☎ +971509101308

✉ Fakherzaman165@gmail.com

📍 AL-Rashdiya villa 14-b
Street 15 , Dubai

PROFILE INFO

To acquire a position that affords me the opportunity to use my expertise, Skills and willingness to learn to make the organization successful. Bachelor's in commerce, seeking a dynamic and challenging environment that will offer growth opportunities for a career in any specific field. Team player, success driven person who enjoy making a difference with " want to" attitude, "can do" capabilities and "creative" ,ideals .

EXPERIENCE

SENIOR.CUSTOMER ASSITANCE

Sep 2021-Jan 2024

THE BANK OF PUNJAB ,PAKISTAN

Responsible to fulfill the customer deposit slip
Responsible to fulfill the customer account opening form's
Responsible to given the debit or credit cards and cheque books to the customer
Giving instruction the customer for Account Process

CUSTOMER SERVICE REPRESENTATIVE

Jan 2019-Jul 2021

MOBILINK NETWORK COMPANY, PAKISTAN

Sales and Marketing for company products through telecommunication
solving the customer problems our network
Convince the customer prepaid plan to post paid plan and get the more benefits our network
Responsible for taking the customer feedback survey our network

CUSTOMER SERVICE REPRESENTATIVE IN OUTBOUND

UNITED BANK OF LIMITED,PAKISTAN

Sep 2017- Oct 2018

Generate the leads and call the customer they are to achieve the credit cards or not
Attends the meeting reviewing performance with manager
Giving all the information to customer about benefits and feature on credit cards

CUSTOMER SERVICE REPRESENTATIVE INBOUND

UNITED BANK OF LIMITED,PAKISTAN

May 2014 -Aug 2016

Responsible to active credit and debit card
Responsible to solve customer problems
Responsible for taking the customer feedback survey about Debit and credit cards.