



# 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

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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.