



Irfan Ullah

Universal Services Officer

Dynamic Universal Services Officer with extensive experience in banking and customer service. Proven ability to identify client needs, deliver exceptional service, and foster relationships. Strong communication, interpersonal, and problem-solving skills complemented by a solid educational background in business administration. Committed to enhancing customer satisfaction and contributing to team success.



PERSONAL INFO

📍 Dubai UAE

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✉ irfanullahiui@gmail.com

👤 Male

📅 25 March 1992, Pakistan

💑 Married

🌐 Pakistan



OBJECTIVE

- Dedicated and detail-oriented professional seeking the Universal Services Officer position to leverage extensive banking experience and exceptional customer service skills. Aiming to enhance client satisfaction while promoting financial products and services, contributing to organizational growth and fostering strong customer relationships.



EXPERIENCE

● Universal Services Officer

Pakistan

- Proactively identify the needs of potential customers and offer appropriate financial services and products.
- Deliver quality customer service in response to customer enquiries and needs to build and maintain good relationships.
- Participate in various promotional campaigns and events to acquire new business, increase penetration and strengthen customer loyalty.

● Customer Services Officer

- Answering telephone calls and transferring the calls to the relevant person.
- Operational control in accordance with the Bank's regulations.
- Typing reports, documents, and letters.
- Assist in resolving problems and complaints raised by unsatisfied customers.
- Operate office equipment like fax machines, scanners, and printers.
- File documents; develop and modify filing practices.
- Assist with event planning and implementation.

MCB Bank Limited

Sep 1, 2021 — May, 2025

MCB Bank Limited

Dec 14, 2016 — Aug 31, 2021

**International
Islamic University**
2012 – 2016

B.I.S.E, Pakistan
2008 – 2010

B.I.S.E, Pakistan
2006 – 2008



EDUCATION

- **Bachelor of Business Administration (BBA HONS)**
Islamabad
- **H.S.S.C Pre-Medical**
- **S.S.C General Science**



SKILLS

- **Communication Skills**
Excellent communication skills.
- **Computer Knowledge**
Excellent computer knowledge.
- **Interpersonal Skills**
Interpersonal and analytical skills.
- **Managerial Skills**
Managerial and administrative skills.
- **Problem Solving**
Ready to accept challenges and problem-solving ability.



CERTIFICATIONS

- **National Financial Literacy Program**
- **Customer Services Management Program**
- **Role Based AML/CFT**
- **Fair Treatment of Customers**
- **Effective Selling Skills**
- **Interpersonal Communication Skills**
- **Business Communication**



LANGUAGES

- **Pashto**
- **Urdu**
- **English**