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| **YOUR NAME HERE CA (Inter), CPA, USA.**  **000-00-0000 |** [**yourname@example.com**](mailto:yourname@example.com) **| @social media acoount**   |  |  | | --- | --- | | Strengths:   * Gulf experienced Administration professional * Expertise in secretarial support and data entry * Tact to deal with people at all levels * Performs efficiently under work pressure * Diversified industry work exposure * Strong customer service orientation * Excellent coordination and administrative skills | **Objective:** | |

EXECUTIVE PROFILE:

 Dynamic executive with more than 9 years work experience in administrative, operation, call centre and customer relation positions within progressive companies. Excellent competencies in executing a number of tasks simultaneously including strong background in banking customer service, translation works and medical claims processing. Innovative and reliable team player with strong organizational, communication, analytical, problem solving, customer service, time management, and IT skills. Aspiring to work in Banking Operation / Personal Assistant / Administration domain.

Education:

**Bachelor in Computer Science        (Bank Officer)**  Belford University, United States of America Currently studying MBA in University of Punjab    Higher Diploma in Computer Studies & Business Communication  Gloucestershire College Britain (Middle East Institute for Computer & Cultural), Sharjah, UAE

PROFESSIONAL ACCOMPLISHMENTS:

* Exposed into diversified industries and developed skills in administration.
* Achieved consistent career growth based on excellent performance displayed in the assigned responsibilities and by contributing to the achievement of company objectives.
* Showed flexibility in working well in cross-functional teams even under pressure with a good sense of urgency to complete tasks within strict deadlines.
* Experienced in medical industry and acquired knowledge on medical claims and insurance processing.

**Clearing Processing department Operation** AssistantADCB(Processing\Clearing for inward\Outward cheques using (ICCS and FCR)). Dec 2012 – Jan 2015 Noor Islamic Bank, UAE   Call Center Operator & Customer Service Agent jan 2009 – Aug 2012 (Du) Telecommunication Company, UAE   Medical Secretary / Translator / Senior Data Entry Operator Jan 2006 – Nov 2009 Medical Center (Branch of Al Zahra private Hospital), Sharjah, UAE*Senior Accountant*                                                          January 2014 to November 2014

Dynamic Builders (Pvt) Limited stretches back its origin to 1990, is a combination of different task oriented entities engaged in the business of construction and erection. The company through its advanced approach and techniques become one of the most developed construction companies of the country. The company has substantially increased its scope of work.

**Banking Operation and Call Center :**

§  Witnessed the basics implementations and establishing the rules of a new brand call centre (Noor Islamic Bank).

§  Oversee bank operations taking care of back-office operations, customer service .

§  Excellent knowledge of banking products & services including policies plus standards substantial in addressing to the customer’s queries or complaints.

§  Able to oversee operations with great deal of patience and detailed-oriented.

§  Start discussion; sharing of ideas with team members; identifying possible solutions and enforcing the same towards achieving banks’ objectives.

§  Familiar with troubleshooting of issues through narrowing down into pieces and enforcing action.§  Prepare reports about accomplishments for the day and forward to management.

§  Encourage and develop customer eccentric work culture plus optimize internal-external customer satisfaction. Balance the resource and activities of the department and ensure a high level of internal and external customer service is maintained.

PERSONAL INOFRMATION:

Date of Birth:                       29.01.1979

Nationality:                          Pakistani

Marital status:                      Married

REFERENCES

Will be furnished upon request