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| **AREAS OF EXPERTISE**   * Managing administration * Customer satisfaction * Interpret customer feedback * Create liaison between management, client and organization * Managing Customer Data * Customer service * Handling situation * Resolving problems   **PERSONAL SKILLS**   * Excellent communicator * Good problem solver * Attention to detail * Team player * Good mentor * Trainer * Investigative   **CERTIFICATIONS**  **Adamjeelife Assurance Co.Ltd**   * Technical Training Program For Branch Officers From 12-Nov To 13 Nov-2020   **P.s.t.d**   * Beyond Excellence Workshop 14-Nov-2020   **PERSONAL DETAILS**  Father’s Name  **Nizam Ali**  Date Of Birth  **August 11th , 1985**  Place of Birth  **Hyderabad**  Marital Status  **Married**  CNIC  **41304-7505339-5**  Nationality  **Pakistani**  Mobile:  **03332699182**  Email:  [**aleem.shaikh85@gmail.com**](mailto:aleem.shaikh85@gmail.com)  Address:  **4-b Imran Terrace Tariq Bin**  **Ziyad Housing Society**  **Malir Halt, Karachi**  Permanent Address:  **House # A/430 Gul Shan-e-Zeal Pak Co-operative Housing Society (S.I.T.E)Area**  **Hyderabad.** | ***Aleem Ali***  **PERSONAL SUMMARY**  A motivated, resilient and compellingly persuasive individual who loves nothing more than helping individuals resolve their problems or find things that they want. Having a professional appearance and a respectful, business – like manner, I am a service orientated professional who is very confident when handling inquiries, complaints, and communications. I can manage my work independently as well as a team player, who is able to work to timely demands and effectively manage multiple workloads at a time . Right now I am looking for a suitable position with a company that has a unique spirit and which not only believes in giving people the freedom to do a great job, but will also supports them in achieving their future ambitions.  **WORK EXPERIENCE**  **Adamjeelife Assurance Company Limited**  **(Regional Office Hyderabad)**  Worked as an Assistant Branch Officer (Branch Operations)  June-2019 till August-2022  Responsible to handle all branch administrative matters operational & Non-operational and implementing the policies of company in all aspects. Controlling and managing branch related matters, inter office issues & customer related matters.  **Duties**   * Maintain Record of pre-printed receipt books issued from Head Office. * Timely issuance of pre-printed official receipt as soon as cash or cheques are received * Timely deposit of Cash/Cheques into the Collection Account. * Manage petty cash expenses and submit periodic record of petty cash expenses to Finance HO. * Ensure fixed assets are tagged. Report Un-Tagged items to H.o Finance on timely manner. * Ensure cash insurance limits are followed during cash in transit from branch to bank premises. * Communicate underwriting requirements and issuance to the respective branch staff and assisting them about fulfillment of additional requirements. * To vet completeness of documents accompanied with proposal forms as per the   checklist provided by sales staff.   * To verify & submit recruitment files with all compulsory documents to Agency   after Issuing temporary code from Croeapp+   * Act as a custodian of office keys and ensure timely opening and closing of office. * Maintain an attendance register of support staff employed at the branch.   **EFU LIFE-Window Takaful Operations**  Worked as a Branch Administrator Aug 2015 till March-2019  Responsible to handle all branch administrative matters operational & non-operational and implementing the policies of company in all aspects. Controlling and managing branch related matters, inter office issues & customer related matters.  **Duties**   * Monitoring office operations, janitorial staff, & fleet card. * Gen set maintenance. * Keeping a strong liaison between head office and branch. * Responding promptly to customer inquiries in person or via telephone, letter and e-mail – always in a professional & efficient manner & having head office on board on issues highlighted by participants. * Keeping a proper flow of supplies of stationary for branch. * Updating monthly Reports of business. * Keeping & maintaining all kinds of records related to branch. * Making of overtime sheets for staff. * Managing all administrative matters of branch including all types of maintenance works their quotations, bills, assigning the jobs & managing the payments of same from head office. * Managing petty cash related matters. * Maintaining a pleasant branch environment. * Resolving the issues of management & there sales force by having head office on board. * Proposal posting in company’s point of sales. * Uploading of proposal documents on company’s server. * Branch attendance on web portal as per company’s standard operating procedures. * Processing all types of bank transactions & to make sure all transactions are reconcile at head office end on time through a web portal. as per company’s standard operating procedures * Handling all types of utility bills & there re-reimbursements from head office & make sure to pay them on time. * Processing information, forms, applications and requests through a web portal as per company’s standard operating procedures. * Keeping up to date with all the company’s policies, products, services and procedures. * Processing of recruitment files to head office on web portal as per company’s standard operating procedures. * Keeping strong follow ups regarding head office matters to concern departments of customers as well as addressing the issues of branch related matters operational & non-operational. * Maintaining up to date paper and computer based files and administrative systems. * Managing all re-imbursements from head office to concern persons related to their medical expenses, car expense, and approvals. * Handling objections professionally.   **EFU LIFE-Window Takaful Operations(HEMAYAH)**  Worked as a takaful consultant Mar 2015 to Aug 2016  **STUDENTS’S INN PVT LIMITED**  Worked as a campus coordinator Feb 2014 to Mar 2015  **SILK BANK LIMITED**  Worked as a sales executive June 2013 to Nov 2013  (Branch Banking)  **COMMANDERENTRPRISES**  worked as site in charge Feb 2008 to Feb 2010    **CAPABILITIES**   * Fluent in English, Urdu Sindhi and Punjabi (with superb written skills) * Friendly, Co-operative, Loyal, Consistent and Reliable * Enjoy working with high level team and in a challenging position * Team Oriented environment   **KEY SKILLS AND COMPETENCIES**   * Ability to communicate effectively with multiple issues & there solutions * Proven aptitude for dealing with complaints. * Extensive knowledge & working experience of Microsoft Office, Excel, and word. * Experience of working in a busy customer care centric environment. * Fully aware of the importance of data security and relevant legislation * Excellent Problem solving and Planning skills * Negotiating and convincing skills. * Quick learning and adaptability * Persuasion, influence, and flexibility * Good relationship building skills   **ACADEMIC QUALIFICATIONS**  **B.A (University of sindh).**  Economics in the year 2012  **Government Boys Degree College, Hyderabad**  Intermediate in the year 2007  **Mohsin Children Academy High School, Hyderabad**  Matriculation in the year 2005  **REFERENCE**   * Available on request |