**SYED SAQIB ALI**

Residential Address: House # L-96, Sector 5-A/4, North Karachi, Karachi. Mobile # 0343-0212980

Email Address: alisaqib3312@gmail.com

## Professional Career Summary:

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Work Experience:** | | | **Duration**  20-May 2012 to 28-Oct 2019  24-Dec-2019 to onwards | | **Organization & Designation**  **Dawood Family Takaful (Head Office)** as a Senior Customer services officer in operations  **Habib Bank Limited (HBL) (Contractual)** as a Customer Services Officer | | |
| **Academic Education:** | | |  | |  | | |
| **Sr.**  1- | **Degree**  MBA | | **Institution / University**  KASBIT | | **Specialization**  H.R |
| 2- | B.COM | | University of Karachi | | Commerce |
| 3- | I.COM | | Pakistan Ship-owners College | | Commerce |
| 4- | SSC | | Oxford Public School | | Science |

**Computer Skills:**

**Excellent command on:**

* MS Excel
* MS Word
* PREMIA® and DTS
* Unison, IRIS, Mysis application

# Work Experiences: Dawood Family Takaful “Head office” (as a Senior Operations Officer)

## 20 May 2012 to 28 OCT 2019

* Handling customers problems via calls and e-mails
* Resolve customer’s problem and retain relation.
* Maintain all customers complain and queries record.
* Listen and respond to customers’ needs and concerns
* Initial underwriting, renewal and payment processing
* Recommend potential products or services to management by collecting customer information and analyzing customer needs.
* Identify and assess customers' needs to achieve satisfaction
* Handle complaints, provide appropriate solutions and alternatives within the time limits and follow up to ensure solution
* Keep records of customer interactions, process customer accounts and file documents
* Resolve product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution
* Implementation of all Financial and non-Financial Endorsements
* Solve Client & Branches queries through Telephonic Conversion
* Processing Certificate Surrender/partial withdrawal/free look cancellation & refund requests
* Communication with Branches and clients via Telephone or E-mails
* Prepare client’s Documents and Reinstatement of Lapsed certificates
* Certificate withdrawal/ surrender administration
* Working with IT for better development of customer services.
* Provide information about products and services and Review or make changes to customer certificates
* Handle returns or complaints
* Record details of customer contacts and actions taken
* Research answers or solutions as needed.

## 24- Dec 2019 to onwards HBL (Contractual Staff) as a Phone Banking Officer

* Listen and resolve customers issue via live calling.
* Dealing all queries related branch banking and credit card.
* Retain customer relation.
* Update customers request and complain in Unison and Iris application.
* Intimate Customer problems to senior management.
* Able to follow communication procedures, guidelines and policies.
* Manage large amounts of incoming calls
* Use telephones to reach out to customers and verify account information.
* Followed-up on customer inquiries not immediately resolved.
* Patiently listens attentively to customer and connects them with the appropriate department to address their needs.
* Keeps sensitive information and financial records private and confidential
* Maintain quality control/satisfaction records, constantly seeking new ways to improve customer service.
* Transferred customer’s queries to appropriate staff.
* Willing to learn from management to properly apply company policy to customer solutions.
* Meets regularly with team lead to give feedback to help improve customer service culture, response time and tools to improve staff experience.

**WORK SHOP:**

## Anti-Money laundering and Combating financing of Terrorism

* + Soft skill

**SKILLS:**

* Customer services
* Documentation skills
* Phone skills
* Resolving conflict
* Analysis
* Ability to work under pressure
* Motivated
* Able to Work in Shifts,

## Personal Information:

Father name: SYED MAJID ALI

Marital Status Single

Language Competency English & Urdu

--------------- X X --------------