

Hassan Rasheed

PHONE: 0092 312 2663757, 0092 318 1010305 HASSANRASHEEDCC@GMAIL.COM

ADDRESS : HOUSE NO 395-C, STREET NO 5, MEHMOODABAD GATE NEAR AL NAZ BARYANI CENTER
KARACHI PAKISTAN.

CAREER OBJECTIVE

"A suitable position in a company where acquired experience can be utilized towards continued growth and advancement."

EDUCATION DETAILS

S.S.C/ Matriculation	(Karachi, Pakistan)	2011
Intermediate	(Karachi, Pakistan)	2013
B.A University of Karachi	(Karachi, Pakistan) (Verified)	2015

WORK EXPERIENCE

Pak Oman Microfinance Bank Limited Head Office Karachi, Pakistan

Marketing Operations Officer:

From: 02nd Dec 2019 till 2nd Jan 2023.

1. Resolving the deviations which come by Email.
2. Screening the files before going to loan (Branch Approval).
3. Coordinate with branches for missing documents & for deviations also.
4. Response all the Emails & Calls and inform to Managers, RBH along with HODs.
5. Tracing the required files from requester and informing the status of it.
6. Tracking the PDCs and giving to requester, for example: Legal Department, Branches etc.
7. Using Fusion Software for Repayments & Borrower codes, Loan details, Delays checking etc.
8. Making MIS for cases send to Branch's or Regional Offices and Update them in Portal as well.
9. Update the total numbers of Deviations files amount to C.E.O along with the Branch Managers, RBHs & A.Ms.
10. Entering Deviations in deviation portal & Guide through branches as well.

Ibex Global Karachi, Pakistan

Customer Services Officer in Careem Campaign:

From: 18th Oct 2018 till 31st July 2019.

1. Solving Issue of Captains on calls or on Emails.
2. Handling & resolving complain of Captains and update to Team Leader or Supervisor.
3. Making new booking on Customer's request.
4. Complete target on calls & Emails on daily basis.
5. Convincing Captains or Customers towards there queries.
6. Handling Escalation calls from Captain's Queue.

Al Rawabi Pure Drinking Water L.L.C Dubai, U.A.E

Customer Services and Data Entry Supervisor & I.T Networking and Software Management:

March 2016 to April 2017.

1. Supervise to all my team & entering data with them.
2. Making Reports for Sales, Credit, Cancel or Inactive Customers & new Customers etc.
3. Calculate Average per day & monthly basis of 24 Routes.
4. Handling complaints to all the exhaust, cancel & rude Customers.
5. Giving nice support to my team & following up for entering their data.
6. Take feedback from customers and collect their accurate details.
7. Having Experience in RITE ERP Software.
8. Solve all the troubleshooting for Windows and Software of all employees.
9. Installing Windows drivers Software etc.
10. Deploying Internet WIFI plus manage all the bandwidths of each user.
11. Resolving errors of every system with a great feedback.
12. Manage, Maintain and Making all the documents inside the company e.g. Letters, Sales Papers, Slips, Files, etc.

Telenor Pakistan,

CRO & Biometric Verification Officer:

Jan 2015 to Jul 2015 Contract based.

Service task included

1. Solve Customers Sims Issues
2. To Sell Customer Phones along with data package.
3. Convincing Customers to purchase phones.
4. BVS (Biometric Verification System) to all the Sims.

COMPUTER SKILLS

1. Cisco Certified Network Associate (CCNA).
2. Hardware Issues diagnosing.
3. Working on Software.
4. Linux Installation.
5. Working on OS like XP, Win7, Win 8, Win 10 & Linux Desktop Version.
6. Making Windows Base and Linux DHCP Server and Sharing Server.
7. Fast and Accurate Keyboard Skills: - alpha 40WPM.
8. Making Servers on PF-Sense.
9. Working on Bandwidth Controlling Software.
10. Making Sharing Server by Windows Based.
11. Working and Searching on Internet.
12. Working on Monitoring or Remote Software.

PERSONAL CHARACTERSTICKS

1. Eagerness to learn
2. Thrive under pressure & ability to put in long yet efficient working hours.
3. Tendency to take initiative and lead from the front, be it in the thinking process or its application.
4. A good team player and a motivator

PERSONAL INFORMATION

Nationality	: Pakistani
Birth date	: 31 st July 1991
Marital Status	: Married
Languages Knows	: English & Urdu

INTEREST

- **Watching Documentaries**
- **Travelling**
- **Reading**
- **Movies**
- **Playing Computer Games**

Declaration

I hereby declare that all the above information is true and correct to best of my knowledge.