



Fahim Ahmed

OFFICER

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P.I.B Colony, Karachi, Pakistan

Summary

- The strong dedication to helping customers issues resolve and cultivating a positive image of the company. The Proven ability to listen attentively, solve problems quickly and efficiently, and create high-quality professional relationships with client.
- The Expertise in Account Payable, billing and collections, invoices, Account Receivable, and payroll management. The Proven history of reducing process errors and enhancing performance through strategic planning. Proactively resolves issues while achieving challenging goals and objectives.

Skills

Reporting Skills | Problem Solving | Official Tasks Handling | NET | MS Office | Microsoft Office 1 | Customer Support | Customer Service Skills | Customer Service Handling | Customer Service | Customer Handling | Customer Dealing | Communications Skills | Communication Skills | Client Services | Client Service | Client Coordination | Client Contact Skills | Call Hnadling | Basic Computer Skills

Experience

Mar 2023 - Present

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Efu Life Assurance, Karachi, Pakistan

In this Company I have Five-year work experience in Clients Service Department in march 2023 till present date handling clients Issues of Life Assurance Policy like

- The Life assured policy holder provide mail and email Payment detail of each years & monthly provide as per clients or Branch request.
- The change of Life Assurance Policy holder Agency Transferred Request & Agent Complain by clients request mail and email.
- The manual check clients comment in some policies to provide service only mail and email. The some policy have not avail any service and client comment metion in these policies not any correspondence.
- The Life assured client directly handling and call conversation queries.

May 2017 - Mar 2023

Assistant Officer

Efu Life Assurance, Karachi, Pakistan

In this Company I have Five-year work experience in Clients Service Department in 2017 till march 2030 handling clients Issues of Life Assurance Policy like

- The resolves Querys in mail / email of Life Assurance Policy Documents missing to lostin transit & client than provide correct query to resolve complain & help out to BranchQuerys requests.
- The Life Assured policy holder provide mail & email Unit Allocation of each policys per months & yearly provide as per clients & Branch request.

Feb 2015 - Apr 2016

Assistant Accountant

GM and son limited, Karachi, Pakistan

In this Company I am worked in Account Department in 2015 to 2016 handling Employee issues like:

- Prepared Simple (Purchased & Sales) Ledger Entries.
- Reviewed and Corrected Accounting Entries.
- Workers Over- Time Reports.
- Purchase / Sale Reports.
- Collect bills, checked payments.

Education

2022

University of Karachi

B.A

Economic

Percentage: 57%

2015

Govt. Degree Science & Commerce College

Intermediate/A-Level , I.Com

Percentage: 56%

2013

LITTLE WOOD SECONDARY SCHOOL

Non-Matriculation , Matric in Computer Science

Percentage: 76%

Languages

English
Beginner

Urdu
Intermediate