



UZAIR AHMED SHAIKH

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OBJECTIVE

To work in a challenging position in an organization with professional work environment and opportunity to gain professional growth as a team member executing critical services and seeking expanded opportunities within an organization where expertise in achieving profit-oriented results would be valuable.

SKILLS & ABILITIES

Excel | Word | Power Point | Data Handling | MATLAB | Team Building | Innovative | Managing Operational Activities | Analysis on Complex Problems | Good Communication Skills both Verbal – Written

EXPERIENCE

TRADERS GLOBAL GENERATION (APRIL 2023 – JANUARY 2024)

BILLING ASSOCIATE

Responsibilities:

- Disburse payouts after checking accuracy of invoices and eligibility criteria.
- Analysis and verifying the record of clients to ensure that the information provided is accurate.
- Assist clients to resolve queries related to their payouts.
- Timely resolving disputes by gathering and assessing evidences.
- Collaborate with other departments to ensure accuracy and efficiency of billing department.

MEEZAN BANK LIMITED (HEAD OFFICE) (SEPTEMBER 2021 – DECEMBER 2022)

SENIOR DISPUTE & CHARGEBACK OFFICER

Responsibilities:

- VISA & Master POS (Local / Int.) & Cash Withdrawal (Intl.) Disputes & Charge-Back.
- VISA & Master POS-CW (Int.) FRAUD & SKIMMED Transactions cases.
- Investigation of all unsettled transactions and provide instruction to settlement unit for the settlement.
- Inform to service quality department via e-mail. where customer case declined by member bank.
- Provide resolutions to close complaints.
- Manual lodgment VIA Email.
- Handling Banking Mohtasib (BMP) cases/complaints.
- Arrange re-investigation of customers disputes as per request.

- Timely resolution of customer complaint to maintain high customer satisfaction.
- Resolution of customer complaint as per agreed timelines. Identification of improvement areas and immediate remedial actions.
- Maintain departmental functional MIS & share with senior management.
- To assure all the complaints effectively entertain within TAT as per SBP.
- Ensure continuous process improvement in existing processes to increase efficiency & to reduce customer complaints.
- Cross functional meetings with ADC business, FRMD Fraud Unit, SQ Service Quality, Cc Back office to find necessary fixes for better control in future.
- Investigation, resolution and reporting of all customer related complaints.
- Preparation of MIS backups and financial records.
- Provide end to end support to customers for their issues and complaint.

IGI LIFE INSURANCE LIMITED (HEAD OFFICE) (APRIL 2021 – SEPTEMBER 2021)

TRAINEE BANCASSURANCE OFFICER

Responsibilities:

- Responsible to verify all Bancassurance cases via recorded system.
- Responsible for documents review of all Bancassurance cases which upload on system.
- Several times visited at internal software development unit along with line Manager in order to system modification and enhancement.
- Employee joining and orientation process.
- Administration and updating of annual compensation revision as well as benefit administration.
- Updated payroll records including salaries, promotions, deductions, taxes, insurance and retirement.
- Preparation of MIS backups and financial records.

EDUCATION

M.Sc. - APPLIED MATHEMATICS

University of Karachi (2018-2019)

B.Sc. (HONS.) - MATHEMATICS

University of Karachi (2016-2018)

INTERMEDIATE - PRE-ENGINEERING

D.J. Sindh Govt. Science College (2013-2015)

MATRICULATION - COMPUTER SCIENCE

S.M Public Academy (2013)

CERTIFICATE

- Certification in Freelancing Course.
 - Certification in WordPress Course.
 - Certification in Data Analytics & Business Intelligence Course.
 - Certified from "CASIO" in effective usage of scientific calculator.
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