



**Mansoor Raza Khan**

An experienced professional looking for a senior managerial position in a reputable organization to put my experience to good use. Possess strong skills in strategic planning and decision-making and financial management techniques.

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## EXPERIENCE

### **Ibex Global - TRG (Customer Support Executive, Sept-2020-Till Date)**

Currently working with M/s Ibex Global-TRG as “Customer Support Executive” went through numerous parts of Customer Services Expertise as a chat and e-mail executive, few significant aspects are:

- + Resolving issues of customer on real-time basis over chat and formal e-mail portfolios.
- + Receiving knowledge and formal training for correspondence with Asian Pacific Customers specifically.

### **SMART WAY CALL CENTER (W.L.L.) - BAHRAIN (Head Manager Customer Services, 2016 – 2020)**

Recently worked with M/s Smart Way Call Center (W.L.L) as “Head Manager Customer Services” went through numerous parts of Customer Services Expertise while working for various institutions few significant aspects are:

- + Hiring, training, coaching, and leading call center representatives as they provide support for customers.
- + Answering representative's questions, guiding them through difficult calls or issues, diffusing angry customers, or handling issues that cannot be fielded by representatives
- + Leading team meetings, asking questions to better understand the calls representatives are receiving, educating and coach workers regarding processes and practices, and explain expectations to employees.
- + Assisting other management team members in identifying trends and establishing call center goals.
- + Ensuring staff members are achieving desired service levels and taking corrective action, as needed.
- + Preparing reports and analyzing call center data to improve processes, ensure resources are properly allocated, and maximize efficiency and customer satisfaction.
- + Developing objectives for the call center's day-to-day activities.
- + Taking on other tasks or projects to support employees, other managers, and call center operations.

### **Bank Al-Habib Ltd (Trade Officer, 2010 – 2016)**

Working with M/s Bank Al-Habib Ltd as “Officer Grade I” I went through various aspects of Foreign Trade working in financial institution few important aspects are:



- + Preparation of Approval request to Credit Department for transmission of new L/C, Contracts & Amendment request.
- + Manage and regularly update clients' portfolios.
- + Analyzing financial data received from clients to develop strategies for meeting clients' financial goals.
- + Conducting in-depth reviews of clients' financial circumstances, current provision and future aims.
- + Continuous communication with clients to stay up to date with their financial status.
- + Proper Follow-ups regarding transmission of L/C, Contracts & Amendments b/w Customer and CPU for timely processing.
- + Give advices to clients about insurance coverage, investment planning, cash management or any other areas in order to help them reach their financial goals.
- + Assisting clients to make informed decisions
- + Regularly review clients' bank and other accounts and analyze their financial data to understand if life or economic changes are necessary to reach their financial goals.
- + Manage and regularly update clients' portfolios.
- + Issuing of I-Forms for reporting to State Bank of Pakistan purpose.

### **EDUCATION**

**MBA (Finance)** (Mohammad Ali Jinnah University – 2012)

**B.COM** (University of Karachi – 2008)

### **SPECIAL ACHIEVEMENTS**

- + While working in my last job as Head Manager Customer Services “Overseas” I was able to reduce call flow abandonment to 3%
- + Completed number of certifications from multiple foreign universities few of them mentioned below.

## SPECIALIZED GLOBALLY ACKNOWLEDGED CERTIFICATIONS

- + Completed Multiple Professional Courses on Trade Services and Marketing Strategies from "[eBSI Export Academy {Ireland}](#)" namely:

Certificate in Introduction to International Trade & eBusiness.	Certificate in Fraud Prevention- Other Trade Finance Products.
Certificate in Introduction to Exporting.	Certificate in Documentary Credit Fundamentals
Certificate in Introduction to International Trade.	Certificate in Documentary Collections.
Certificate in Introduction to Methods of Payment in International Trade.	Certificate in Internet Marketing Fundamentals Part-2
Certificate in Introduction to e-Business and Internet Marketing.	Certificate in Marketing Basics Part-2
Certificate in Introduction to Bonds& Guarantees.	Certificate in Management of Documentary Credits.



THE UNIVERSITY OF  
MELBOURNE



- + Completed an Internationally Certified English Proficiency Course from "[British Council](#)" in 2018.
- + Institute of Bankers in Pakistan (IBP) Professional Qualification (Stage 1 &2)
- + Internationally recognized Certificate in "Fundamentals of Quantitative Modeling" from [University of Pennsylvania](#) Online through Coursera platform.
- + Internationally recognized Certificate in "What is Compliance?" from [University of Pennsylvania](#) Online through Coursera platform.
- + Internationally recognized Certificate in "The Language & Tools of Financial Analysis" from [University of Melbourne](#) Online through Coursera platform.
- + Internationally recognized Certificate in "Economics of Money and Banking" from [Columbia University In The City of New York](#) Online through Coursera platform.
- + Internationally recognized Certificate in "Global Diplomacy – Diplomacy in the ModernWorld" from [University of London](#)
- + Internationally recognized Certificate in "Introduction to Cyber Attacks" from [Tandon School of Engineering](#)
- + Internationally recognized Certificate in "Research Proposals: Initiating Research" from [University of California, Davis](#)



United Nations



Department of Safety and Security (UNDSS)



University of Colorado  
Boulder

- + Internationally recognized Certificate in "Homeland Security & Cybersecurity Connection" from [University of Colorado](#)
- + Internationally recognized Certificate in "Public Health in Humanitarian Crises" from [Johns Hopkins University](#)
- + Internationally recognized Certificate in "The Data Science" from [Johns Hopkins University](#)
- + Internationally recognized "Certificate in Information Security Awareness –Advanced" level from [United Nations Department of Safety And Security \(UNDSS\)](#)
- + Internationally recognized "Certificate in Google Analytics" from [Google Analytics Academy](#)
- + Internationally recognized "Certificate in Google Tag Managers Fundamentals" from [Google Analytics Academy](#)

## PROFESSIONAL SKILLS

I have received multiple Certifications for completing modules in "[Computer Based Training](#)" program at **Bank Al-Habib Ltd** which was initiated to let every employee working in bank, understand all the relevant aspects of a banking industry. The modules, which I have cleared, are:



### At Bank Al-Habib Ltd

Cash
Bills
Business Continuity Planning
Credits
Remittance
Clearing
M-S Office
Anti-Money Laundering / CFT
Import
Export
Customer Services

## **OTHER SKILLS**

### **Technical Skills:**

- Diploma In Computer and Business Management From Sindh Board of
- Certificate in Computer Graphics & Web Designing from Skill Development Council
- Certificate in Information Technology from Skill Development Council. Sindh.

**Operating Systems:** Windows 7, Windows 8, Windows 10, Linux, Android

## **EXTRACURRICULAR ACTIVITIES**

- Keen Player of Chess.
- Office Automation
- Researching

## **REFERENCES**

- Available on Request