



KHATIYA LATIF



Flat # G2 Zohra Building near Thumbay hospital Ajman UAE

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PERSONAL INFORMATION

- PASSPORT# ES4173922
- NATIONALITY PAKISTANI

AWARDS | CERTIFICATE

- Most Outstanding Employee of the Month services quality & custom Experience (2019)
- Certificate of Cyber Security Awareness (2019)

LANGAUGE SPOKEN

- English
 - Communication skills
 - Reading Accent
 - Writing
 - Listening
- Urdu
- Punjabi

COMPUTER SKILL

- Microsoft Word
- Excel
- Power Point
- Internet browsing | E-mailing

PROFESSIONAL GOAL

To be part of fast growing Company which offers continues opportunity for an excellent career development.

PROFESSIONAL SUMMARY

- Successful professional experience in Bank Sector Service Standard & Quality Group (Quality Assurance, Customer Support & privilege banking).
- Handling of Digital Banking Frauds Cases, preparation of respective reports & analysis of cases for onward submission to concerned teams (CRU & SBP).
- Developed interpersonal, communication and well-built analytical skills, having dealt with diverse professionals and clients.
- Strong supervisory, performance management and workforce planning skills.
- Having multi lingual command and can working on multi tasking.
- Having knowledge & understanding of banking products & services as well as processes
- Involve in training of newbies and existing staff of PBO'S (phone banking officer & Q.A(Quality Assurance)
- Manage Call center Dashboard Maintenance & development.
- Preparing of internal processes, documents and SOP's.
- Manage meetings with Product departments for implementation of new information regarding products services.

EDUCATIONAL HISTORY

Allama Iqbal Open University

Masters in Commerce | M.COM

- Year of complete: 2019 | CGPA/Grade : 3.81 /A

Punjab University

Bachelor of commerce | B.com

- Year of complete : 2016 | 2nd Division

BISE LAHORE(Board of intermediate & secondary Education)
Intermediate of Commerce | I.COM

- Year of complete : 2014 | Grade : C

BISE LAHORE(Board of intermediate & secondary Education)
Metric

- year of complete : 2012 | Grade : C

WORK EXPERIENCE

Quality & control Supervisor officiating (OG-III)

MCB Bank Limited | Jan 2022 -present

- Lead the Quality Team & Share productivity report with Management.
- Participate in all Q.A meetings, training and workshops to be aligned with team and better understand the updates.
- Re-evaluate random calls which were already evaluated by Q.A officer for monitory check on their evaluation.
- Involve in Interviews & Training of Q.A staff
- Manage the SBP \BMP cases & share the end to end report
- Handling Digital Fraud case & prepare respective reports as well as analysis in order to share with Internal & external Team(CRU, compliance & State bank of Pakistan.

Quality & control Officer (OG-III)

MCB Bank Limited | Feb 2020- Dec-2021

- Perform live call monitoring and provide trend data to the site management team.
- Perform daily evaluations of customer interacting departments(Inbound , Outbound & Live chat)
- Making and sharing daily productivity reports.
- Participate and coordinate in calibration sessions.
- Call Scoring according to call evaluation.
- Provides feedback to Sales & Inbound team leaders, and managers.
- Conduct feedback and training sessions for reps.
- Resolve any disputes filed by reps, TLs, and/or Managers.
- Prepares and analyses internal and external quality reports for management staff review.
- Perform any and all other duties as assigned as well as achieve all daily and monthly KPIs

Privilege banking Officer (OG-IV)

MCB bank Limited | Feb-2017 till Jan-2020

- Dealing with high profile customer and resolved the Complaints
- Re-logged the rejected E-form request regarding profile update
- Work as Backup support of Team leader to handle team issues, Management queries, Team training, Information Exchange between team and PBO's.

Call Center executive(Contract with Fulcrum Company)

MCB bank Limited | Jan-2016 till Jan-2017

- Resolve the Customer complaints regarding Banking services
- Forward the E-form request regarding profile update
- Provide the banking product knowledge & escalate their concern.

PROFESSIONAL SKILLS

- Training Skills
- Presentation skills
- Soft skills
- Team management
- Having ability to prepare the product Manual & Employee handbook update & revise as where need.
 - Training Manual
 - E-form Manual
 - Complaints Manual