

Curriculum Vitae



Irfan Ullah

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Objective

Looking for the opportunity to advance my career in your prestigious organization. I will prove myself to be a motivated person with an innovative mind; I am a loyal, hardworking, Enthusiastic, team worker and a leader who can lead the organization towards the achievement of its goal and objectives.

Strengths

- Excellent communication skills
- Excellent computer Knowledge
- Interpersonal and analytical skills
- Managerial and administrative skills
- Ready to accept challenges
- Problem solving ability

Experience

Banking Services Officer at MCB Bank Limited.

Sep 1, 2021, **To Present**

- . Proactively identify the needs of potential customers and offer appropriate financial services and products.
- . Deliver quality customer service in response to customer enquiries and needs to build and maintain good relationships.
- . Participate in various promotional campaigns and events to acquire new business. increase penetration and strength customer loyalty.

Customer Services Officer at MCB Bank Limited.

Dec 14, 2016, **To Aug 31, 2021**

- Answering telephone calls and transferring the calls to the relevant person.
- Operational control in accordance with the Bank's regulations.
- Typing reports, documents, and letters.
- Assist in resolving problems and complaint raised by unsatisfied customers.
- Operate office equipment like fax machines, Scanner, and printers.
- File documents; develop and modify filing practices.
- Assist with event planning and implementation.

Academic Qualification

Bachelor of Business administration (BBA HONS)	International Islamic University Islamabad	2012 - 2016
H.S.S.C Pre-Medical	B.I.S. E, Pakistan	2008 - 2010
S.S.C General Science	B.I.S.E, Pakistan	2006 - 2008

IT Skills

- Windows 10 Pro/Vista/7
- MS Office Suite: Words, Excel, Power Point, Outlook, Access
- Oracle core banking system

Certifications

National Financial Literacy Program

- Customer Services Management program
- Role Based AML /CFT
- Fair Treatment of Customers
- Effective Selling Skills
- Interpersonal Communication Skills
- Business Communication

Personal Details

Father Name: Abdul Qahar
Contact No: +923149866600
Type of Visa: Visit Visa
Address: Dubai UAE
Date of Birth: 25 March 1992
Gender: Male
Marital Status: Married
Religion: Islam
Language: Pashto, Urdu, English

Reference

- Will be provided on demand.