

Tameer Hussain



Personal Info

- Father Name: Karim Dino
- Date of Birth: 21st June 1994
- Nationality: Pakistani
- Marital Status: Single
- Passport: BD0110291

Contact

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Languages

English
Urdu
Sindhi

Soft Skills

- Communication
- Teamwork
- Problem solving
- Time Management
- Critical Thinking
- Decision making

Summary

Results-oriented Quality Assurance and Phone Banking Officer with a proven track record at Bank Alfalah Limited, having 5 years of experience. Adept at mitigating operational risks and processing financial requests with precision while maintaining regulatory compliance. Collaborative team player, driving improvements in training and service quality through valuable insights. Strong commitment to established processes, meticulous documentation, and effective communication. Skilled in exceptional customer service, issue resolution, task management, and maintaining high-performance standards. Additionally, BBA (Hons.) graduate showcasing decision-making, problem-solving, leadership, management, analytical, numerical and customer-centric skills. Known for innovation and a service-focused approach, consistently delivering positive outcomes.

Experience

Quality Assurance Officer 01/2021 to date

Bank Alfalah Limited, Karachi

- Proactively identified, assessed, and mitigated potential risks, bolstering operational security.
- Accurately processed diverse financial and non-financial requests within deadlines, following strict validation protocols for enhanced workflow and reduced errors.
- Collaborated closely with QA Manager, offering insights from daily evaluations, catalyzing targeted improvements in training and service quality.
- Maintained unwavering commitment to approved processes, evident through meticulous documentation and call recording, ensuring regulatory adherence.
- Utilized strong communication skills to provide timely feedback to QA Manager, fostering a culture of continuous improvement and shared excellence.

Phone Banking Officer Oct,2018-Dec 2020

Bank Alfalah Limited, Karachi

- Proficient Customer Service: Offer exceptional customer support through both incoming and outgoing phone calls.
- Issue Resolution: Identify customer concerns and deliver solutions in alignment with established Standard Operating Procedures (SOPs).
- Task and Target Management: Skillfully handle tasks and achieve targets assigned by Line Manager and Supervisor.
- Performance Maintenance: Sustain optimal performance, adhering to the O-ESAU (Output, Efficiency, Speed, Accuracy, Utilization) standards.
- Digital Product Management: Carry out activations and de-activations of digital products according to SOPs, contributing to fraud prevention efforts.
- Experienced in cross-selling diverse banking products, demonstrating strong persuasive communication skills over the phone.

Education

- Bachelor's **BBA (Hons.), University of Sindh Jamshoro** Passed in 2020.
- **Higher Secondary Education:** Pre-Engineering, BISE Sukkur Sindh, Pakistan. B grade, passed in 2012.
- **Secondary Education:** Science, BISE Sukkur Sindh, Pakistan. A grade, passed in 2010.

Certifications & Awards

- ISO 14001: 2015 Environmental Management System Awareness, by **Knights of Safety Academy.** Aug-2023
- THE COSHH Manager Certification, by **Knights of Safety Academy.** Aug-2023
- THE COSHH Risk Assessor Certification, by **Knights of Safety Academy.** Aug-2023

Technical Skills

- Unison 3.0
- Genesys
- Microsoft Advance Excel
- Microsoft Word
- Microsoft PowerPoint

Reference

Available on request.