



# M. Tanvir Ahmad



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## ABOUT ME

To seek and maintain full-time position that offers professional challenges utilizing interpersonal skills, excellent time management and problem-solving skills.



## PROFESSIONAL EXPERIENCE

### National Bank of Pakistan | Supervisor Operations

(Nov 2019 – Oct 2023)

- Answer questions from staff and provide guidance and feedback.
- Anticipate escalation and take over calls when needed
- Floor Monitoring, Keep the daily call center operation smoothly.
- Responsible for maximize the service level without compromising quality of the calls.
- Measure performance with key metrics such as call abandonment, calls waiting etc.
- Ensure adherence to policies for attendance, established procedures etc.
- Keep management informed on issues and problems occurred on most priority.
- Correspondence with other departments like FRMU, Complaint Team, Online Authorization ETC.
- Prepare monthly/annual results and performance reports based on Agents call evaluations.
- Dealing in different loans like Home Financing, Auto Loan, Advance Salary, Small Industrial loan, Loan against Gold & Bank assurance.
- Providing the loans information as per client's need.
- Signing off the forms by the runners & process these further to the CIU.
- Continuous follow-up with the customer & let him informed about his loan approval.
- In case of any huddle or rejection, sort out the issue & get it resolved as per bank's policy.
- Calculate the expected debt burden according to the ECIB report.
- Resolve all the queries of the customer till the loan disbursement

### World in Consulting (Pvt) Ltd. | Admin Officer

(July 2017 – Oct 2019)

- Manages all correspondence within and outside the organization.
- Records all incoming and out-going letters and documents.
- Receives advice from the project Manager and Executive Director on relevant issues and tend to the information/inquiries sought.
- Conveys all the required instructions and policies of the organization to the staff and the views of the regional staff to the leading body.
- Monitors administrative aspects of the regional office/staff and evaluates discipline and punctuality of the staff to the assigned tasks.
- Ensure the maintenance of attendance register in office and also confirm staff attendance level in the field.
- Responsible to supervise the work, related to purchase of furniture, office equipment, computers, vehicles/motorbikes/bicycles, air conditioner and miscellaneous.
- Responsible to negotiate services agreements with vendors.
- Looks after administrative affairs of the Office.

### Personal Skills

- Sales reporting
- Customer relations
- Team Player
- Problem analysis
- Problem Solving
- Time Management

### Technical Skills

- Training
- Microsoft office
- CRM System
- NSER
- MIS Reporting
- Soft Skills
- Computer Applications



### ACADEMIC BACKGROUND

<b>BS in Science</b>	<b>2020</b>
<b>HSSC Pre Engineering</b>	<b>2012</b>
<b>SSC Science</b>	<b>2010</b>



### PERSONAL PARTICULARS

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- **Date of Birth:** 05 May, 1995
- **Languages Known:** English, Urdu, Hindi.
- **Nationality:** Pakistani
- **Status:** Married