

## Customer service and banking



### PROFESSIONAL SUMMARY

Accomplished and results-oriented professional with a comprehensive background in the telecommunications and financial sectors. Proven track record in customer care services, sales, and risk management, with an extensive history of contributing to the success of renowned organizations in Pakistan and the UAE.

### EDUCATION

2010 - 2012

#### Master in English literature

University of Education Lahore / Pakistan, Lahore

### SKILLS

- Communication **Expert**
- Problem Solving **Expert**
- Interpersonal Skills **Expert**
- Active Listening **Expert**
- Stress Management **Expert**
- Time Management **Expert**
- Organization **Expert**
- Technological Proficiency **Expert**
- Sales Ability **Expert**
- Negotiation **Expert**
- Conflict Resolution **Expert**
- Patience **Expert**
- Data Entry **Expert**
- Financial Services Proficiency **Expert**
- Strategic Sales and Client Management **Expert**
- Exceptional Customer Care **Expert**

 ali-raza-41b975211

### LANGUAGES

### EXPERIENCE

2022 - Now

#### Customer Service

##### Lulu International Exchange / United Arab Emirates, Abu Dhabi

We are one of the world's leading currency exchange and money

transfer service companies. Our 94 branches across UAE and our

customer-centric approach make us a reliable and safe option for all

your transactions.

2020 - 2022

#### Risk Officer

##### Telenor Microfinance Bank / Pakistan, Lahore

Telenor Microfinance Bank is jointly owned by Telenor Group the

leading telecommunications to

Company across Scandinavia and Asia with 174 million customers,

and Ant Group, operator of the

World's leading payment and lifestyle platform Alipay that's also an

affiliate company of Alibaba Group.

2017 - 2020

#### Sales Executive

##### Etisalat Telecom UAE / United Arab Emirates, Dubai

Emirates Telecommunications Corporation, branded trade name

- English
- Urdu
- Hindi
- Arabic

## HOBBIES

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- Traveling
- Out door activities

## COURSES

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2014

### Customer Service Excellence

Mobilink Telecom

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2014

### Brilliant communicator

Mobilink Telecom

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2015

### Serve with Smile

Mobilink Telecom

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2021

### AML

Telenor Microfinance Bank

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2023

### Effective Cash Handling

Lulu International Exchange

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2023

### Money Laundering awareness

Lulu International Exchange

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## AWARDS

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- Customer Service Excellence

Etisalat, is a multinational UAE based telecommunications services provider, currently operating in 18 countries across Asia, Middle East and Africa.

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2013 - 2016

### Customer Service

#### Mobilink Telecom / Pakistan, Lahore

Mobilink is Pakistan's leading telecom service provider,

spearheading service excellence and product innovation in the

country with a subscriber base above 50 Million and a legacy of

more than 20 years.

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## CUSTOM

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2023 -

### Driving license

#### United Arab Emirates, Uae

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