

Syed Ashhad Ali	Address: House# A-484 Block-I, North Nazimabad, Karachi. Cell : +92 346 2078875 Email: syed.ashhad96@gmail.com LinkedIn: https://www.linkedin.com/in/ashhad-ali-156a44187
	N.I.C: 42101-0232365-9

Objective:

To work with a reputable organization where I can utilize my skills and past experiences to grow in my career. Also looking forward to learn new skills and an organization where I can showcase my talent.

Work Experiences:

Organization Habib Bank Limited (AWT Plaza, Sep 19 2022-Present)

Designation: Customer Care Officer (Digital Customer Experience)

Job Description:

- To Communicate with customers and clients via telephone and emails regarding a particular services and products
- Manage enquiries and complaints from customers and clients
- To solve customers complaints received via email on official emails addresses
- Accurately and efficiently address any issues or disputes with customers.
- Complete administrative duties such as data entry, order processing and follow up calls.
- To educate branches regarding customers issues through emails
- To coordinate with other departments like FRMU, Mail Management, COPC, Loan Department, Complaint Management, RDA, Remittance etc for the early resolution.
- To answer customer's queries through emails received from the customers in timely and efficient manner
- To educate phone bankers regarding new policies and process such as new complaint and its routing
- Daily discussions with Managers and Team leaders regarding the betterment of services.

Organization: Habib Bank Limited (AWT Plaza & Khayaban-e-Hafiz, May 21 2021-Sep 18 2022)

Designation: Phone Banking Officer (Digital Customer Experience)

Job description:

- Maintaining good service levels
- Activate and deactivate customers debit/credit card
- Solve customers disputes transactions
- General inquiries on their accounts and aiding with issues that may happen e.g replacing debit card
- Adhering to timelines and maintaining discipline on the floor
- Handle and resolve customer complaints/ queries over phone
- Handle Konnect by HBL customers
- Takes customers complains and account maintenance e-forms
- Takes dispute transactions e-forms
- Provide accurate and appropriate information in response to customer inquiries
- Addressed customer service inquiries in a timely manner
- Ensure all requests and complaints are timely manner and the customer is kept informed of progress and final resolution

- International flagging activation and deactivation
- E-commerce services activation and deactivation
- Cheque cancellation/stop payment
- Takes queries regarding HBL Mobile Application
- Takes customers feedback through customer survey
- Responsible for servicing customers over phone on various products and services offered by Bank

Academic Qualification:

Year	Degree	Institute
2019 – 2021	Masters in Mass Communication	University of Karachi
2017 - 2018	Graduation in Social Sciences	University of Karachi
2016	Intermediate	Govt. College of Commerce & Economics
2014	Matriculation	St. George’s School

Courses:

- Full Stack Web Development (Pakistan Freelancer Training Program) (In Progress)

Academic Projects & Achievements:

- Presented a documentary on Abdul Sattar Edhi at Radio FM 90.6
- News Reporting in Public on various social and political issues.

Key Skills

- Customer Management Skills.
- MS-Excel (Basic)
- MS Word (Basic)
- Well aware of POS – Point of Sales.

Personal Information

Father’s name: S. M. Ali Mohsin

Marital Status: Single

Nationality : Pakistani

Date of Birth. : December 18, 1998