 **Azher Javed**

 **Add UAE:** Flat # 806, Nahda Building, Al Nadha, Sharjah, UAE

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**Career Objective:** Looking for a growth-oriented position with a reputed multinational organization in a real professional environment where in one can utilize his potential knowledge and varied experience for career development and personal growth.

**Work Experience:**

**Organization: Pure Health, (Abu Dhabi Airport)**

**Dates: 25th January 2022- 10th of November 2022**

**Responsibilities and Accesinoer**

**Position held:** Receiving samples from different locations of Abu Dhabi at Airport lab, making entry in the system time and date of sample receiving. Then receiving the same samples in airport lab system and once received all the samples then doing accessioning and sending the samples for batching.

**Organization: Pure Health, (Sharjah Airport)**

**Dates: Sept 15th 2021 till Oct 6th 2021**

**Responsibilities and DEO**

**Position held:** Scanning passengers’ passport and EID if resident that are arriving at Sharjah Airport and if any details missing or any error in the passenger data correcting the data and collecting the sample of the passenger for PCR testing.

Also completed the PCR Practitioner training.

**Organization: Abu Dhabi Commercial Bank , UAE**

**Dates: Feb 2021- Oct 2021**

**Responsibilities and Sales officer**

**Position held:**

**Going the field and meeting customers and give information about the credit card and answer all the questions about the credit card and try to convince the customer to apply for the credit card, also make sales calls and try to make as many follow-ups to achieve the sales target.**

**Organization: Bilkish Associates , UAE**

**Dates: Sept, 2018 – Sept 2019**

**Responsibilities and Debit Collector.**

**Position held:**

Working as a debit collector for credit cards, Heading First Abu Dhabi Bank (FAB).

Calling customers that have not paid for more than 1 year and there is no contact with customers, our job is to trace the customer and establish a contact and get customers current employment details as well as his new contact details and try to recover as much as we can to cover the banks money by provided customer a settlement.

**Organization: Standard Chartered Bank (SCB)**

**Dates: March 2017- Feb 2018**

**Responsibilities and Sales Executive**

**Position held:**

Calling customers and giving information about the SCB credit card and try to convince to apply to for the credit card. Also go in the market and doing cold calling and try to get as mush as customer.

**Organization: Citibank, UAE**

**Dates: Jan, 2014- Feb, 2016** ­

**Responsibilities and Outbound Calling and Retention Services Officer**

**Position held:**  **Citibank**

 Calling customer how have not received their credit card from courier

 and conforming there address and contact number to arrange a re-

 courier. Also calling inactive customers how have not use the credit

 card for a long time and find out the reason and make the customer

 to use the card by give reward points.

**Organization: Citibank, UAE**

**Dates: Feb, 2012- Dec, 2013**

**Responsibilities and CI Analyst**

**Position held:** Worked on a special project for the bank.

 Checking the policy for the credit card and loan application which is been created by the Analyst.

 Giving approval for the credit card and loan applications.

**Achievement:** As I was working as a credit analyst, my work was very much appreciated.

So because of that my manager selected me to work on a special project for the bank.

(Rainbow Project) in which we had upgraded the system of Citibank in the whole world.

 **Organization: Citibank, UAE**

 **Dates: Nov, 2005 – Oct, 2008**

 **Responsibilities and Collection Officer:**

 **Position held:** Worked as a collection officer for credit card department.

Calling customers that have missed there payment on the due date and reminding them to clear the payment before the bank takes any action and per banking process.

**Recover Officer:**

Worked as a recovery officer in collection.

**Responsibilities:** To call customer and try to recover funds from delinquent customers

 And try to stabilize the customer.

 **Inbound Officer:**

**Responsibilities:** Receiving complain call from customer regarding their credit card and

 loan.

 Giving a quick solution to customer complain on their credit card and

 loan.

 Work as a **Team Leader** for inbound team.

**Achievement:** Because of my hard work I was promoted to a **TEAM LEADER**

**Other Responsibilities:** Maintaining the overall Collection Department Data.

 Maintaining the Collection Staff Performance on monthly basics.

**Customer Service Representative:**

**Responsibilities:** Helping walk-in customer regarding their queries on there loan and

 credit card.

 Issuing clearance letters for customer that have closed there card and

 loan.

 Issuing Liability letters.

**Organization: Citibank, UAE**

**Dates: May-2005 – November 2005**

**Responsibilities and**  **Sales Officer**

**Position held: Citibank.**

Introducing the product in the market and try to bring in as much as

 customer for the bank so the bank can earn more revenue.

Going out in the field and meeting the customers and convincing them to take loan and credit card. Explaining the importance of the credit card hot it helps them in their day to day life and how can it meet their expenses like paying school fee, phone bill etc.

Also explaining the benefits of the loan how important it is to keep a back up for their business if their business goes in loss they can adjust with the loan, also can buy property for the future.

**Organization: Citibank, PAK**

**Dates: Jan,2003-Dec,2004**

**Responsibilities and**  **Sales Officer**

**Position held: Citibank.**

Making sales call and meeting customer and informing them about the benefits of the credit card. Trying to convince the customer to apply for the credit card. Try to bring in as much as customer so the bank can earn more revenue.

**Education and training:**

 **1 year computer Diploma in Computer Sciences**

 Petromen Institute of Computer Sciences

 **Higher Secondary School Certificate**

 Government College for Men H-9,

 Islamabad, Pakistan (1992- 1994)

 **Secondary School Certificate**

 16 No. School I-10/1 Islamabad, Pakistan.

 (1990- 1992)

**Communication Skills: English (**Fluent**)**

 **Urdu (**Fluent**)**

 **Panjabi (**Mother language**)**

**Management skills and** Resultoriented with analytical and enterprising skills.

**Competence:** Innovative thinking on business issues.

 Ability to “multi-task” and handle multiple projects & priorities at the

 same time.

 3 months internship from Bank of Punjab

**Computer skills and** Competent with most Microsoft computer programs and other

**Competences:** applications.

 C++, DOS, Visual Basic

**Personal information:**

Nationality Pakistani

Date of Birth 16 December 1979

Marital Status Married

Gender Male

Visa Status Resident Visa of UAE

Driving license, I am a holder of a valid UAE driving license