

SAMIULLAH	Address 	Bur Dubai, Dubai	
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	Nationality	Pakistani	
	Visa Status	Visit Visa – Expires on 06-May-2019	

PROFESSIONAL SUMMARY

To join organization where I can utilize my abilities and core competencies in customer experience, Sales, Telecom and Service Quality area and Banking. I aim to improve my experience by using my professional knowledge and contributing positively towards organization's goals.

KEY ACHIEVEMENTS

- Employee of the Month – April 2011 Awarded by TRG Karachi.
- Employee of the Month – May 2011 Awarded by TRG Karachi.
- Employee of the Month – June 2011 Awarded by TRG Karachi.
- Promoted as a Customer Service Specialist Customer Services November-2014 (Jazz).
- Worked as an Acting Team Lead Customer Care (Jazz).
- Got 1st position Nationwide in Handset and Wifi Devices promo October-2017.
- Got 2nd Position Nationwide in Handset and Wifi Devices promo in December-2017.

CAREER PROFILE / SKILLS

- Proficient in English language and corporate communications.
- Excellent analytical skills demonstrated throughout my career.
- ERP, Siebel, World check, eFics, ePoint, Avaya, CRM platforms and financial software.
- Excellent Team Player and possess proven mentoring capabilities.
- Ability to bring new ideas and productive ways of working.
- Team leading with good productivity results.
- Ability to manage and complete compliance functions.
- Effective resource planning.

PROFESSIONAL EXPERIENCE



Habib Bank Ltd.
(Leading Bank in Pakistan)

Manager Priority Services (AM-II)
June' 2018 – Dec' 2018

- Worked as a part of the Innovation & Financial Inclusion team to bring on board B2B corporate clients.
- Established, maintained relationships with key officials in SME's / private organizations considering organizational objectives.
- To arrange activities for M-Wallets account opening in Universities, Shopping Malls, Airport and Hospitals.
- To manage sales of Internet Payment Gateway (IPG) Visa/Master cad and QR code to SMEs, Shopping Malls, and Stores.
- To establish relation between Corporate clients and HBL branches for account opening and deposit for revenue generation.
- Ensured full knowledge of the company guidelines and procedure outlined in fire, safety and emergency manuals.



JAZZ (Previously known as MOBILINK)
(Largest Cellular Company in Pakistan)

**COMMERCIAL EXPERIENCE EXECUTIVE
CUSTOMER SERVICES**
Nov' 2014 – Mar' 2018

- Front end dealing of customers with excellent customer service.
- Responsible for the processing of all transactions, cash and credit card handling.
- Welcoming customers to the service center and answering their queries.
- Provided high level of customer service and product knowledge in order to meet and exceed the target sales.
- Performed financial activities such as billing of postpaid subscribers and corporate customers.
- Team up with co-workers to ensure proper customer service.
- Go the extra mile to engage customers and drive sales.



JAZZ (Previously known as MOBILINK)
(Largest Cellular Company in Pakistan)

TEAM COORDINATOR
CONTACT CENTER
Oct'2012 – Nov' 2014

- Managed and monitored team of 15 call center agents.
- Monitor and evaluation of performance with KPIs (call waiting time, average handle time, quality, first call resolution).
- Prepared daily Evaluation of Calls and share report with remarks to Floor Manager.
- Conducted soft skills and sales training to achieve valuable position among all teams.
- Escalations from team members of special cases and ensure timely resolution with good customer satisfaction result.
- Ensure complete product knowledge in team to provide best customer experience on first call.
- Work with other departments to ensure smooth running of call center operations.



THE RESOURCE GROUP (TRG)
(Largest BPO in Pakistan)

CUSTOMER SUPPORT EXECUTIVE –
TELENOR CALL CENTER CAMPAIGN
Nov'2010 – Oct' 2012

- Attended inbound calls from all over Pakistan.
- To pacify the irate Customers and solve their complaints in Professional and Courteous Manner.
- Follow up of complaints until resolution within defined Time frame.
- Solved problems related with billing of postpaid segment customers and adjustment cases.
- To follow the defined standards for communication and courtesy to maintain Quality of Service.



EFU LIFE ASSURANCE Ltd.
(Leading Life Assurance Company in Pakistan)

ASSISTANT OFFICER-
BANCASSURANCE OPERATIONS
Feb'2010 – Sep' 2010

- Processing life assurance cases in System via SHMA (Oracle based software).
- To scrutinize life assurance cases/Files and forwarding for Underwriting department for further process.
- To compile all the cases on weekly/monthly basis and make reports to see standings of the department.

PROFESSIONAL AND ACADEMIC QUALIFICATIONS

Qualification	Affiliate Institution	Year
BSc (Pre-Medical)	Shah Abdul Latif University, Khairpur, Sindh, Pakistan	2009

PERSONAL DETAILS

Marital status	Single	Geographic Work Preference	Can relocate and travel abroad for official assignments.
Date of birth	May 19, 1990	Availability	Immediate
Languages	<ul style="list-style-type: none"> • English (Written and Spoken) • Urdu (Written and Spoken) • Punjabi (Written and Spoken) • Sindhi (Written and Spoken) 		

CORPORATE TRAININGS

<ul style="list-style-type: none"> • Advance Excel • Grooming for Success 	<ul style="list-style-type: none"> • Positive Thinking • Risk Management & Stress Management
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TECHNOLOGICAL SKILLS

<ul style="list-style-type: none"> • Basic operation and maintenance of office equipment's • Operating system, Services pack, Drivers & Software Installation • MS office and CRM/Computer skills 	<ul style="list-style-type: none"> • Adobe Photoshop • Avaya • SHMA (Sidhat Hyder Murshid Associates) Software used for Bancassurance
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REFERENCES

Available upon request.