

Lubna Mateh

Rawalpindi
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SUMMARY

Enthusiastic Customer Service Officer committed to improving experiences and building loyalty. Achieves positive results through exceptional communication and relationship building. Leads by example to motivate junior staff and uplift department performance. Customer service professional with focus on resolving customer inquiries and complaints. Consistently ensure customer satisfaction through clear communication and problem-solving.

EXPERIENCE

Bank Mukarmah Limited - Customer service officer

01/2021 - Current

- ***Key Responsibilities:***
 - Greeted customers, handled telephone queries, and provided balance confirmations
 - Guided customers on account opening, products, and services
 - Resolved customer complaints and grievances
 - Promoted mobile and internet banking, and cross-sold products
 - Assisted with clearing, transfers, and remittances
 - Managed ATM card, cheque book delivery, and account maintenance issues.
 - Managed customer inquiries, account opening, and product sales
 - Resolved customer complaints and maintained excellent satisfaction
 - Coordinated with departments to streamline communication
 - Skilled in customer service, communication, problem-solving, and teamwork.

First Women Bank Limited - Business Development Officer

07/2019 - 10/2019

Summit Bank - Personal Banking Officer

02/2018 - 03/2019

SKILLS

- Complaint management
- Customer Service
- Email correspondence
- Time management
- Service knowledge
- Record maintenance
- Social media customer support
- Clear communication
- Knowledge of company policies
- Team player
- Positive attitude
- Dispute Resolution
- Customer experience
- Customer follow-up calls
- Customer and staff support
- Patience under pressure
- Decision making
- Public speaking

EDUCATION

2022

Sargodha University

Master of Arts: Pak studies

- Second division

2016

Fatima Jinnah Women University

Rawalpindi

Master of Business Administration

- Major: Marketing
- GPA: 2.53

01/2012

University of Punjab

B.Com

- Subjects: ECommerce
- Division: 2nd

01/2010

Board of Intermediate and Secondary Education

Rawalpindi

I.Com

- Subjects: E-Commerce
- Grade:C

01/2008

**Board of Intermediate and
Secondary Education**

Rawalpindi

Matric

- Subjects: Science
- Grade: C