

HIRA SHAHID

Customer Services Representative (CSR)

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CAREER SUMMARY

Looking forward a challenging position in a progressive organization that provides opportunity for learning and professional development towards. I am a performance oriented professional with strong problem-solving capabilities and willing to work in target driven environment and poised to tackle multifaceted challenges of rapidly changing organization.

Friendly and solutions-oriented Customer Service Representative with strong communication skills and a passion for helping others. Experienced in managing customer inquiries, resolving issues efficiently, and maintaining a high level of customer satisfaction. Quick learner with a professional attitude, able to thrive in both team and independent environments.

PROFESSIONAL EXPERIENCE



Aug 2023 - Present

United Bank Limited, Islamabad, Pakistan
Customer Services Representative (CSR)

Responsibilities

- Deliver exceptional customer service with a friendly and courteous approach.
- Lead and manage day-to-day operations of the call center, ensuring high levels of customer satisfaction.
- Conduct regular training and coaching sessions for team members to improve skills and knowledge.
- Follow up with customers on unresolved issues to ensure customer satisfaction
- Maintain detailed and accurate records of customer interactions, transactions, comments, and complaints
- Provide accurate and timely information to customers while maintaining a high level of customer satisfaction
- Promptly address customer needs, ensuring a positive experience and swift issue resolution.
- Suggest strategies to enhance product promotion and customer satisfaction.
- Collaborate with internal teams to streamline operations and improve service delivery.
- Foster strong customer relationships through effective communication and problem-solving.
- Promote teamwork and contribute as a proactive team player.
- Possess in-depth knowledge of banking products and services to address inquiries efficiently.
- Ensure a robust control environment within the branch.
- Maintain high compliance standards and exercise due diligence in customer interactions.
- Manage and grow assigned customer portfolios effectively.
- Handle locker operations, including issuance, closure, rent recovery, and exemptions.
- Process dormant account activations and updates for private/public company accounts.
- Manage customer requests such as account opening/closing, signature updates, and CIF amendments.
- Process deceased cases with proper documentation and compliance.
- Issue statements, account maintenance certificates, and confirm call-backs.
- Collaborate with stakeholders to understand business needs and translate them into clear, actionable requirements.



University of Management & Technology, Lahore, Pakistan
Academics Office & Customer Support

Aug 2017 – Jun 2020

Responsibilities:

- Conduct UGAT (General and Subject) and coordinate MS/PhD interviews.
- Manage course offerings (BS/MS/PhD) on ERP and Moodle platforms.
- Prepare PAN forms and official letters.
- Maintain records for faculty and BS/MS/PhD students.
- Compile faculty workload and coordinate course feedback activities.
- Prepare annual and semester-wise departmental reports.
- Summarize data for supervisor review and assist in resolving academic/admin issues.
- Organize and schedule departmental meetings (School, DGC, BOS, and BOF) and document minutes.
- Organize seminars, orientation sessions, MS thesis defenses, and PhD synopsis presentations.
- Participate in convocation duties.
- Submit exam results and perform invigilation during mid/final exams.
- Prepare exam date sheets and timetables for all batches.
- Handle email correspondence and student inquiries.
- Serve as liaison among students, faculty, admin, and departments.
- Prepare student grader forms.



Bank Alfalah Limited, Jauharabad, Pakistan
Internee

Aug 2016 – Sep 2016

Responsibilities:

- Worked in various departments, gaining hands-on experience in Remittances, Account Opening, Clearing, Collections, and General Account Services.
- Assisted in processing inward and outward remittances while ensuring accuracy and compliance with bank policies.
- Supported account opening procedures by verifying customer documents and maintaining accurate records.
- Collaborated with the clearing team to manage cheque processing and ensure timely settlement of transactions.

EDUCATION

Qualification	Institution	Passing Year	Grade
M-Phil (18 – Years of Education) Management Sciences	 The University of Lahore	2024	CGPA = 3.93/4.0  Silver Medalist
BBIT (16 – Years of Education) Bachelors in Business And Information Technology	 Punjab University (PU)	2017	CGPA = 3.64/4.0

TEAM PROJECT

- Management strategies of Gul Ahmed.
- Microeconomics study of Nestle International Ltd.
- Role of Media in shaping public ideas and personality.
- Database Management System of a departmental store.
- Fully automated departmental store, Techno Mart (Final year project).

ACHIEVEMENTS

- Silver Medalist in M.Phil. (2024)
- Employee of the Quarter Award (2019)

TRAININGS AND WORKSHOP ATTENDED

- Training as a new Academic Officer by Office of Information Systems (OIS).
- Training workshop on 'Registration Process-ERP.
- Training workshop on 'ERP- Course offering and Section balancing' by Office of Information Systems.
- Training Workshop on Effective Written Communication Skills.
- Training of Moodle, UMT-LMS by Office of Technology Support (OTS)

SKILLS & STRENGTHS

- Proficient in MS Office Suite: Word, Excel, PowerPoint
- Strong computer literacy with the ability to quickly learn new software
- Familiar with project management tools such as Monday.com, Trello, and ERP systems
- Skilled in PPC and Keyword Research
- Excellent communication and effective listening skills
- Strong negotiation and interpersonal abilities
- Proven multi-tasking capabilities and time management skills
- Customer Relationship Management (CRM) and customer service expertise
- Experienced in handling official and administrative tasks
- Ability to forecast, make informed decisions, and implement corrective actions
- Good documentation practices and record-keeping
- Creative thinker with the ability to implement innovative ideas
- Quick learner with a proactive and focused approach
- Works well under pressure and adapts to challenging situations
- Demonstrated ability to accept and overcome challenges
- Able to work independently and effectively lead a team
- Committed to contributing productively to organizational growth

REFERENCE

- Professional references will be provided upon request.