



Abdur Rehman Al Hassan Janjua

Assistant Manager Learning & Development

Highly organized, meticulous and dynamic professional with diverse experience in Training, Customer Services and Operations across multiple sectors including insurance, aviation, telecommunications, and finance. Currently serving as the Assistant Training Manager in Learning and Development at Jubilee Life Insurance, I leverage my extensive experience in process management, team development, and training to enhance employee performance and foster a culture of continuous learning. Excellent in client relationship building and adept at handling unforeseen problems and complaints. Demonstrated success in achieving revenue and profit targets. A top performer with 100% KPIs achieved, I bring strong administrative and problem-solving skills, along with expertise in managing customer service and sales support activities. A dedicated team player with a proven track record of delivering results and maintaining high levels of customer satisfaction.

Contact

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Dhamial Road, Rawalpindi Cantt.

LinkedIn

<https://www.linkedin.com/in/thejanjua>

Education

2014

M. Sc. Mass Communication

National University of Modern Languages
(NUML), Islamabad

2012

B. A. Mass Communication

Virtual University of Pakistan

Expertise

Learning & Development / Corporate Trainer

Travel Consultant / Airlines Facilitation

MS Office / MS Outlook & Teams

Technical Proficiency / GDS / CRM

Account Management / Virtual Assistant

Customer Services / Sales Support

Cash Handling / Counterfeiting

Time Management / Attention to Detail

Adaptability / Teamwork / Persistence

Empathy and Patience / Positive Attitude

Customer-Centric Mindset / Cross Selling

Languages

English (Professional)

Urdu (Professional)

Punjabi (Native)

Work Experience

Dec 2024 - Till Date

Jubilee Life Insurance Company Ltd.

Assistant Training Manager

- Designed and implemented comprehensive training programs for Bancassurance sales personnel, covering product knowledge, sales techniques, and customer relationship management strategies.
- Delivered interactive sessions and workshops to enhance communication, negotiation, and closing skills, ensuring improved sales performance and customer satisfaction.
- Conducted regular assessments and performance reviews to evaluate training impact, identify skill gaps, and tailor future sessions for continuous improvement.
- Collaborated with leadership to track sales performance, provide ongoing coaching, and ensure that sales personnel consistently meet or exceed business objectives.

JUN, 2023 - MAY, 2024

Flydubai Airline, Islamabad, Pakistan GSA Menzies-RAS (Pvt.) Ltd.

Travel Consultant

- Customer-focused professional with expertise in flydubai's services, provided personalized travel solutions and exceptional service with 98% target achievement.
- Managed flight bookings, resolved issues, upsold services, and ensured compliance with company policies and industry regulations.
- Strong communication, problem-solving skills, and proficiency in travel software, with experience working flexible shifts, including weekends and holidays.

SEPT, 2017 - NOV, 2021

Medical Transcription and Billing Company (MTBC) Rwp, Pakistan

Account Manager Ops.

- Experienced in managing and processing medical bills with accuracy, using various software applications to ensure timely submissions and error-free billing in the U.S. healthcare industry.
- Demonstrated strong problem-solving skills, effective communication with insurance companies, and diligent follow-up on claims to optimize revenue cycle and reimbursement.
- Proficient in MS Excel, Outlook, CRM-based software, and practice management tools, with a proven ability to multitask across multiple practices and consistently recognized for punctuality and teamwork.

FEB, 2016 - AUG, 2017

Bank Alfalah Ltd. Islamabad, Pakistan

Counter Services Officer

- Managed customer transactions (deposits, withdrawals, remittances, bill collections) in compliance with State Bank of Pakistan regulations, ensuring cash drawer balance and accurate reporting.
- Assisted sales and operations teams, cross-sold bank services, and handled customer inquiries with tact and efficiency while maintaining adherence to security and compliance standards.
- Supported audits, maintained accurate records, identified counterfeit notes, and provided personalized service, contributing to a positive customer experience.

JAN, 2015 - JUN, 2015

Telenor Pakistan (Pvt.) Ltd.

Customer Service Coordinator

- Provided efficient customer service, resolved complaints, and ensured customer satisfaction within established benchmarks at Telenor Sales & Service Centre.
- Performed Bio-Metric SIM Re-Verification activities, engaged in suggestive selling, and maintained strong customer relationships using CRM software (CRM Siebel).
- Worked collaboratively in a high-performance team, recognized for excellence in the Bio-Metric SIM re-verification project, and upheld integrity in a challenging environment.