



MUHAMMAD ZUBAIR

Customer Support Officer

About Me

As a dedicated and detail-oriented professional, I am excited to apply for the Service Quality Analyst position at Bank. With a strong background in customer service and quality assurance, I am committed to enhancing the customer experience by evaluating and improving service delivery across banking channels. I possess excellent analytical skills and a passion for identifying trends through customer feedback and performance metrics.



+92 313 5826611



zubik937@gmail.com



Jhanda Chichi Rawalpindi



13503-5481179-1



05-01-1995

Language

- English
- Urdu
- Hindko

Expertise

- Analytical Skills
- Attention to Detail
- Communication Skills
- Customer Focus Grip on
- MS-Office Strong
- Customer Service Skills.

Experience

Bank Al Habib.

Customer Support Officer.

May,2024 - Present.

- Attend and greet customers.
- Ensure that "Branch Health Checklist (as per SQ Checklist) is completed by physically checking all areas.
- Report any service issues encountered to the SQ as well as to the respective Branch Manager.
- Guide customers to relevant desk for desired service.
- Ensure all relevant instruments i.e., deposit slips/brochures and other marketing material is available.
- Provide complete information of products/services to customers.
- Resolve customer's queries and complaints of routine nature.
- Register customer complaints in Complaint Management System (CCMS) and maintain an MIS.

Allied Bank Limited.

Universal Teller

March,2021 - April,2024

- Records transactions by logging cashier's checks, traveler's checks, and other special services; preparing currency transaction reports.
- Cross-sells bank products by answering inquiries; informing customers of new services and product promotions; ascertaining customers' needs; directing customers to a branch representative.
- Reconciles cash drawer by proving cash transactions; counting and packaging currency and coins; turning in excess cash and mutilated currency to head teller; maintaining supply of cash and currency.

Education

BBA hons finance.

Hazara University

2018

Intermediate (HSSC)

BISE Abbottabad.

2013

Matric (SSC)

BISE Abbottabad.

2011