



Imtiaz Ahmad

Date of birth: 30/08/2000

Place of birth: Bhera, Pakistan

Nationality: Pakistani

Gender: Male

Contact

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ABOUT ME

Results driven professional with 3 years of experience in Quality Assurance and Auto Finance. I have one year of experience as a Quality Control Manager in a BPO and two years as an Auto Finance Consultant. Skilled in quality management, customer service, process improvement, documentation, and relationship building, I am known for my attention to detail, analytical mindset, and strong communication skills. I am committed to delivering high quality results and contributing to the success of a dynamic organization.

WORK EXPERIENCE

● **Imtiaz Ahmed** Rawalpindi, Pakistan

Sales assistant

26/08/2023 - 26/07/2025

2 years of experience in Auto Finance, Sales, and Customer Support.

Managed customer financing cases and maintained strong client relationships.

Coordinated with banks for loan processing and document verification.

Handled cash payments, cheque processing, and payment records.

Managed finance related documentation and ensured accurate record keeping.

Assisted customers with inquiries and provided timely support.

● **Imtiaz Ahmed** Rawalpindi, Pakistan

Quality services manager

02/09/2025 - 30/05/2026

Key Responsibilities

- Monitored and evaluated customer interactions to ensure quality standards.
- Provided coaching and actionable feedback to improve team performance.
- Ensured compliance with client requirements and company policies.
- Analyzed quality trends and implemented process improvements.

Key Achievements

- Improved quality scores through effective coaching and monitoring.
- Reduced service errors by driving continuous improvement initiatives.
- Maintained high compliance with quality and client standards.
- Contributed to improved customer satisfaction and overall team performance.

EDUCATION & TRAINING

● **02/02/2024 - 02/01/2026** Rawalpindi, Pakistan

● **MS Marketing** RIPHAH (Rawalpindi)

Level in EQF: EQF level 7

● **02/09/2019 - 18/05/2023** Rawalpindi, Pakistan

● **BBA (HONS)** NUML (Rawalpindi)

Level in EQF: EQF level 5

SKILLS

Sales & Business Development | Customer Relationship Management (CRM) | Customer Support | Auto Finance Operations | Bank Coordination | Loan Processing | Document Verification | Documentation Management | Payment Processing\ | Cheque Handling | Cash Management | Record Keeping | Financial Documentation | Client Communication | Negotiation Skills | Problem Solving | Multi-Culture Awareness | Microsoft Office (Excel, Word, PowerPoint) | Data Entry & Reporting | Team Collaboration

LANGUAGE SKILLS

MOTHER TONGUE(S): Urdu | Panjabi; Punjabi

OTHER LANGUAGE(S):

English

Listening C1

Reading C1

Writing B2

Spoken production A1

Spoken interaction B2

PROJECTS

● Kohat Cement

This project presents a comprehensive study of Kohat Cement, supported by a documentary and a detailed technical report. It explores the complete cement manufacturing process, from raw material sourcing and processing to clinker production, grinding, quality control, packaging, and the final product. The report provides a clear understanding of the company's operations, production workflow, and the technologies involved, offering valuable practical insight into modern cement manufacturing.