

Safina Ilyas

Customer Services Officer (OG-II)

I am seeking to pursue a career in the industry that offers opportunities for advancement and professional growth while being resourceful, innovative and flexible. My experience spans from customer services, sales, operations management and banking operation, all of have contributed to my professional development. I am always looking forward to taking up challenging assignments as I believe that my learning capabilities.



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Al Majaz 3, Sara Tower Sharjah 📍

WORK EXPERIENCE

Customer Services Officer (Operations Department)

Askari Bank Ltd (Apr, 2014 to Feb, 2022)

Tasks

- Resolving product and service problems by clarifying customer's complaints, determining the cause of the problem, selecting and explaining the best solution to solve the problem, expediting correction or adjustment following up to ensure resolution.
- Opening new customer accounts by recording account information, KYC (Know Your Customer) creation, customer profiles, head office queries & Central Processing Unit exceptions management, cancellation of Banking Instruments, remittances, inward/outward clearing, branch activity checking, budgeting and administrative tasks.

Customer Services Representative PTCL Call Center (Sep, 2013 to Mar, 2014)

Tasks

- Provide on-call solutions to problems.
- Provide information about products and services.

CERTIFICATES

- General Banking Officer Certification (2021)
- Internship at MCB Ltd. (2013)
- 3-months Computer Foundation Course (EDGE System International College Lahore.)

EDUCATION

M.Com (2011-2015) University of Sargodha

Courses

- Banking and Finance

B.Com (2007-2011) Punjab University

Courses

- Accounting and finance

FSC (2005 -2007) Queen Mary college Lahore

Courses

- Pre.Engineering

Matriculation (2003-2005) Govt. Girls High School Governors House Lahore.

Courses

- Science

SKILLS

Data Managing Abilities

Customer Relationship & Success

Microsoft Office

Analytical Skills

Social Networking & Websites

HONOR AWARDS

Malaysia 's Convention

Askari Bank Ltd

- Awarded Malaysia's Convention for good business contribution in Jubilee Banca Assurance from Askari Bank Ltd.

LANGUAGES

Fluent in English

Full Professional Proficiency

Urdu

Full Professional Proficiency

Punjabi

Full Professional Proficiency

Hindi

Full Professional Proficiency

INTERESTS

Book's Readings

Novel Reading

Cooking