

HUMRA TABASSUM

INTERNATIONAL RELATIONS SPECIALIST MULTILINGUAL PROFESSIONAL

CONTACT DETAILS



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House # 0368, Street 2, sec 36/G,
Mohammadabad Landhi Karachi.

PROFILE

International Relations Master's student with a strong work history in a variety of fields, including banking, private businesses, and insurance companies. working for a global shipping organization and succeeding as a telecollection Executive. A multilingual fluent speaker with outstanding intercultural communication abilities. eager to use professional expertise and academic expertise to support an organization's global initiatives and strategic goals.

SKILLS

- Multilingual: Fluent in English
- Cross-cultural Communication
- Relationship Building and Management
- Customer Service Excellence
- Negotiation and Persuasion
- Problem Solving and Conflict Resolution
- Analytical Thinking and Research
- Organizational and Time Management
- Proficient in MS Office Suite and CRM Systems
- Excellent Phone Etiquette
- Pro-efficient in MS-Office

EXPERIENCE

TCS, [KARACHI, PAKISTAN] TELECOLLECTION EXECUTIVE | [AUGUST- 2022] - PRESENT

- Manage a high-volume portfolio of national & international clients, ensuring timely and accurate collections.
- Utilize exceptional communication skills to build strong relationships with customers and negotiate favorable payment terms.
- Collaborate with cross-functional teams to resolve customer disputes, minimizing financial risk and optimizing revenue.
- Implement efficient collection strategies, resulting in a reduction of outstanding balances by 83% within [6 months].

EXPERIENCE

PAK QATAR TAQAFUL, [KARACHI, PAKISTAN] BANCA RELATIONSHIP OFFICER | [(OCT 2020- JULY 2022)]

- Assisted clients with insurance inquiries, policy renewals, and claim processes, providing accurate and timely information.
- Resolved customer complaints and concerns, effectively navigating complex situations with empathy and professionalism.
- Collaborated with underwriters and claims adjusters to ensure smooth claims processing and policy endorsements

EXPERIENCE

SA ASSOCIATE BUILDERS & DEV, [KARACHI, PAKISTAN] RECEPTIONIST | [(2016- 2018)]

- Provided administrative support to the executive team, managing calendars, arranging meetings, and coordinating travel logistics.
- Prepared and proofread various documents, including correspondence, reports, and presentations.
- Conducted market research and competitor analysis to support business development initiatives.
- Developed and implemented an efficient filing system,

REFERENCE

Available upon request.

EDUCATION

MASTERS (INTERNATIONAL RELATIONS)
FEDERAL URDU SCIENCE & ARTS UNIVERSITY
APPEARED

BACHELORS (ARTS)
UNIVERSITY OF KARACHI.
2018 - 2020

INTERMEDIATE IN COMMERCE
GOVT.COLLEGE FOR WOMEN KORANGI.
2008 - 2010

MATRICULATION IN SCIENCE
SECONDARY GIRLS SCHOOL KORANGI.
2008