

CAREER OBJECTIVE

To take up a challenging career grows with honesty, loyalty, good relationship, and best performance, and translate my experience, knowledge, skills, and abilities into value for an organization.

HIGHLIGHTS

<u>Sales Coordination</u>	<u>Banking – Consumer Finance</u>
<u>Back-end Operations</u>	<u>Customer Care & Payment Collection</u>
<u>Data Entry</u>	<u>CRMs & ERPs</u>
<u>Contact Center</u>	<u>Administrative Skills</u>
<u>Business Communication</u>	<u>Team Work & Projects</u>

PROFESSIONAL WORK EXPERIENCE

Office Coordinator – FAV Fresh Foodstuff Trading LLC **May 2020 – Present** **Accountabilities**

Sales Coordination

- Store and sort financial and non-financial data in electronic form and present reports
- Respond to complaints from customers and give after-sales support when requested.
- Manage the daily, weekly, monthly reports.
- Make a weekly payment collection plan and visit the customer if the payment is delayed.
- Coordinate sales team by managing schedules, filing documents, and communicating relevant information

Administrative / HR Responsibilities & Document Controlling

- Answer phone calls, organize and schedule appointments, plan meetings and take detailed minutes, write, and distribute emails, correspondence memos, and letters
- Purchase office requirements & take care of office premises.
- Shortlist resume and conduct first interview call & invite candidates for the interview
- Withdraw cash from bank account, deposit in currency exchange to transfer to exporters

Team Lead Auto Finance – Dubai Islamic Bank Pakistan **Aug 2017 – Nov 2019** **Accountabilities**

- Oversee day-to-day sales of the five branches & Report to senior-level management
- Visit CFC every week to discuss AF cases with CIU, Operations, Verification department
- Preparation of support documents and signing of legal documents for disbursement of the loan.

Officer Admin & Ops – AlFareed International Pvt. Ltd. **Mar 2017 – July 2017** **Accountabilities**

- Make a list of vehicles to be registered daily and arrangement of funds.
- Call customers to collect number plates and registration documents
- Dispatch registration documents to Auto-Finance departments of the different banks.

Officer Operations – Bank Alfalah Ltd. Pakistan **Nov 2015 – Mar 2017** **Accountabilities**

- Analysis of the application, analyzing the financial statements, ECIB, Data Check, Nadra Verisys, Verification Reports, Screen out Results, Legal Documents, and all supporting documents, before approval, disbursement of Loan, issuance of vehicle insurance letter, delivery letter, and to ensure Tracker Installation and Insurance of Vehicle before delivery.
- The Custodian of Bank Collaterals of Auto Business North, which Includes Complete Financing File of the customers, Legal Documents, Security Cheques, Vehicle Collaterals, etc.



SYED SHAH RAZA

DOB: October 16th, 1983
Visa Status: Employment Visa
Email: shahdotcom@gmail.com
Cell Phone: 00971-527-867-049

Languages

English Professional

Urdu Native

Pushto Native

Professional Qualification

MBA - HR

Greenwich University - Pakistan
2005 - 2009

BBA [Hons] – Management Sciences

Greenwich University - Pakistan
2003 - 2005

SOCIAL MEDIA

 www.linkedin.com/in/syed-shahraza-a0246312/

Technical Skills

CRMs & ERPs

<u>MS Word</u>	<u>SIEBEL</u>
<u>MS Excel</u>	<u>Avaya</u>
<u>MS PowerPoint</u>	<u>ePoint</u>
<u>Tally</u>	<u>Temenos-24</u>
<u>CardPro – V5</u>	<u>eFront</u>
<u>Chriss</u>	<u>SmartBanking</u>

Supervisor Data Entry – Bank Alfalah Ltd. Pakistan May 2014 – Nov 2015 Accountability

- Data entry of over 150 applications per day i-e Credit Card, Auto Finance & Car Ejarah with accuracy
- Monitoring and allocation of work to each team member ensuring all work is completed within TAT.
- Coordinate with different departments for process improvements & also for issue resolutions.

Freelance – Bank Alfalah Ltd. Pakistan Aug 2011 – April 2014 Responsibilities

- Auto Finance for Bank Al-Falah and Dubai Islamic Bank of Pakistan.
- Business report writing for different student of different universities.

CCR Contact Centre – Jazz PMCL Oct 2008 – Feb 2011 Accountabilities

- Entertain over 250 calls per day & manage team records and update the database
- Share daily updates, new policies / SOPs through SMS after office time or on days-off
- Providing FCR (first call resolution) to the customer calling over the helpline
- Worked as inbound customer care representative while maintaining position in top customer care representative in annual performance

Human Resource Intern - Jazz PMCL Dec 2007 – Mar 2008 www.mobilinkgsm.com

Sales Officer - Excel Financial Services Mar 2007 – May 2007 www.excelfsl.com

DSL Home Sales Executive- Brain Net ISP Jun 2005 – Nov 2005 http://www.brain.net.pk

PROJECTS

Project - Citizens' Damage Compensation Program Dec 2012 – Mar 2013 Deloitte M. Yousuf Adil Saleem & Company Designation: Supervisor Accountabilities:

- Organize daily meetings with all field team members, prepare route plans and organize daily activities
- Organize meetings with district administration and NADRA staff to plan the activities
- Maintain a close liaison with public representatives and govt. officials to ensure cooperation and support
- Enlist notes in respect of the performance, discuss with the team & recommend corrective actions
- Arrangement of Focus Group Discussion meetings in various cities
- Official visits to Swat, Kohistan, Mardan, Charsadah, Nowshehra, Karak, etc.

HONORS & ACHIEVEMENTS

- | | |
|---|----------------------|
| ▪ Excellence of Work Certificate | Bank Alfalah Ltd. |
| ▪ Recognition Certificate – Time Management | Jazz PMCL |
| ▪ Recognition Certificate – Punctuality | Jazz PMCL |
| ▪ Recognition Certificate – Product Promotion | Jazz PMCL |
| ▪ Recognition Certificate – Adherence | Jazz PMCL |
| ▪ Exceeding Expectation Performance in 2010 | Jazz PMCL |
| ▪ Dean's List Certificate | Greenwich University |
| ▪ Unilever Training Certificate | Greenwich University |
| ▪ Best Proctor Prize | Kohsar Public School |
| ▪ First Prize in Speech and Special Prize | Kohsar Public School |