## **SAIMA ASIM**

**Bait-ul-Ansar, H/No.24, Fasih Road,**

**Islamia Park, Lahore-54500**

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**CAREER OBJECTIVES**:

To get a respectable position, (with growth and progress) in a growing organization, where I can implement my skills and knowledge.

**QUALIFICATION:**

**Currently completed ‘ICELT’ (In-service certificate in English language teaching)**

(A Cambridge university certification for English language teaching through Portal consultants)

**M.A History**.

University of the Punjab, Lahore (**1998)**

**EXPERIENCE:**

**August 2010 till date**

Teaching History and English to middle and high school students in **Blessed Islamic Grammar School**

**June-2009 to 31-12-2009**

I worked in UBL “**Mortgage Collection Department**.” as Collection Officer. (Officer Grade -3) Major responsibilities were as under.

1. To contact customers for payments that is overdue.

2. To update Daily MIS.

3. To resolve Customer’s queries.

4. To keep leaves record at department level.

5. To handle return Cheque process.

6. To handle Cheque presenting process.

7. Updating record in files on monthly basis

**Nov-2004 –June-2009**

I worked in UBL **“Credit Card Collection Dept.”** as a collection Officer (Officer Grade-3). Major responsibilities were as under

1. To contact customer to make them deposit their overdue payments.

2 MIS updating at the day end.

3. Managing field visits of field co-coordinators.

4. FC work evaluation.

5. Coordinate with consumer operation department regarding customer’s issues.

**Aug 2001- Nov 2004**

Worked in **“CITIBANK, LAHORE”** as **“Auto Collection Officer.”** Major responsibilities were:

1. Telephonic contact to the customer to make them deposit their overdue payments.

2. To Update daily MIS.

3. Managing Field Visits for FC’s.

4. Approval memo Generation and forwarding.

5. File Management.

6. To coordinate with consumer operation department for customer’s issues.

**1997- Aug 2001**

Worked in **“Lahore Nursery School, Samanabad”** as a Subject Teacher.

**TRAINING:**

**Inter branch banking systems**

1. Computer assisted Collection System ( CACS)
2. Debt Manager ( DM)
3. Customer Relationship Management ( CRM)
4. Card Tel Limited ( CTL)

**On job training courses**

1. Communication Skills and Time Management
2. Collections- Strategies, MIS & Ethics
3. Product knowledge of Auto, Credit Card and Business line
4. Participation certificate “Creative Writing Workshop”

**SPECIAL SKILLS:**

Completed Level 10 of English Language Training Program from **“The British Council”** Lahore.

**COMPUTER SKILLS:**

Good Knowledge of following Computer Software.

1. MS Word
2. MS Excel
3. Inter Branch Banking Systems
4. Inter net

**REFRENCES:**

References will be furnished upon request.