



HAFIZA SADAF WASIM

Customer Relationship Officer

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📍 Al Mamzar Tower 1 – Dubai

EDUCATION

B.Com Hons
Punjab University

2007- 2009
3.71/4

B.ed
Sargodha University
2012 – 2013

SKILLS

- - Ability to do multi-task
- - Ability to work under stress
- - Good interpersonal skill
- - Complete -Finisher
- - Conflict management skill
- - Communication skills
- - Negotiation and influencing skill
- - Achievement oriented skill
- - Customer Service skill
- - Performance Management skill
- - Problem Solving skill
- - Team Working
- - Personal Effectiveness skill

PERSONAL PROFILE

MARRIED
ISLAM
10/07/1986
PAKISTANI

LANGUAGE

English
Urdu

About Me

To seek for a challenging post whereby there is a growth and career advancement, which offer broad participation, expand my knowledge and broaden my experience to a higher level of learning and responsibility.

WORK EXPERIENCE

Sep 2010 – Jan 2013

KASB Bank
CRO

- Ensure smooth and effective Complaint Management and an effective Problem Resolution
- Process in liaison with the concerned departments.
- Ensure complete and accurate Documentation in branch by working towards zero defects Environment.
- Continuous Process Improvement / Initiatives to improve processes and service levels.
- Backup of Personal Banker and OM without affecting the primary CRO responsibilities.
- Coordinate / Conduct training sessions with branch staff to deliver product knowledge.
- Send documentation / action plan status of ISMs / MSMs / QCRs to SQ within the specified Time
- Ensure proper implementation of Bank Policies, Head Office Instructions, prudential
- Regulations of State Bank of Pakistan and any other directives in respect of conduct and Operations.
- Procedures & policies, circulars and operations manuals.
- Ensure effective internal and external audits with special adherence to KYC and penalty items
- Act as a liaison between Operations & Support Services & other concerned departments.
- Working Experience on MYIS

Mar 2013 – Feb 2015

The Educators
Lecturer – Mathematics

- Delivered the lectures with accuracy.
- Evaluating lectures to determine compliance with Standards.
- Resolving Discrepancies in the case to get the maximum results per month.
- Discover and handle concerns from students; maintaining high level of satisfaction of faculty and students

Mar 2015 – July 2023

Jinnah Grammar School
Coordinator-Administration

- Delivered the lectures to all classes with accuracy at the place of substitute .
- Recruitment of teachers as per requirement .
- Check the copy and bookwork of all classes and give guideline accordingly .
- Resolving Disputes and problems of parents in the case to get the maximum results per month.
- Discover and handle concerns from students; maintaining high level of satisfaction of faculty and students
- Manage weekly quiz and self-motivation program for students to improve their skills .
- Conduct teacher's trainings on weekend on the base of whole week assessment of teachers during lectures .
- Handle the complains effectively and give satisfactory solutions to both (Teachers, Parents).
- Conduct PTM And parents training program with responsibility.

REFERENCES

Fasih Ullah Khan Suri

GOVERNANCE MANAGER PRIORITY BANKING

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