

# CURRICULUM VITAE



## CUSTOMER SERVICE EXECUTIVE

### AFSANA BANU

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AJMAN-UAE

#### PERSONAL DETAILS

DATE OF BIRTH : 01/07/1989

SEX : FEMALE

NATIONALITY : INDIAN

RELIGION : MUSLIM

MARITAL STATUS : MARRIED

VISA STATUS : VISIT VISA

#### PASSPORT DETAILS

PASSPORT NO : T1308003

ISSUE DATE : 29/11/2018

DUE DATE : 28/11/2028

PLACE OF ISSUE : JAIPUR

#### LANGUAGES KNOWN

ENGLISH

HINDI

GUJARATI

RAJASTHANI

#### HOBBIES

READING

LISTENING MUSIC

TRAVELLING

SPORTS

#### OBJECTIVE

To achieve such a job where in I can utilize my knowledge, experience and unique abilities to prove myself for the growth of your organization and to have leadership position requiring creative and innovative approaches.

#### ACADEMIC EDUCATION

➤ M.A (Master Of Arts **Subject English literature** )

➤ B.A ( Bachelor of Arts **English literature**)

#### COMPUTER SKILLS

➤ Complete knowledge of MS Word

➤ MS Excel

➤ MS POWER Point

➤ Internet & Email

➤ Tally ERP 9

#### WORKING EXPERIENCE IN HOME COUNTRY

➤ **Organization:** ALTRATECH in Mundra, India

➤ **Position:** Computer Operator

➤ **Duration:** 06 Months

➤ **Organization:** Muthoot Fincorp Ltd India NBFC Bank

➤ **Position:** Join Custodian (Customer Services Executive)

➤ **Duration:** 06/02/2015 to 02/12/2017

#### **Responsibilities:**

Totals Strong room operation , All security alarms handling , Totally handling cash in branch purpose to loan, Handling cash in bank acc limit, All product knowing to customer, Login to loan , release and part interest, Correction to address & mobile no in loan, Specially check 22 caret pure gold, Cross sealing all products

**Skills Used**

Customer Service, cross-sale of Total products like; Gold Loan, Gold Seals (24 parts of Gold Ornament), Silver seals (6 parts of silver and 1 biscuit 100gm), FDs & SIPs, Personal Loan products, Two Wheeler Auto Loan products, Third party products like; Health insurance, Mutual funds, Train/Bus/air Tickets,. Apart from these things also handling customer queries and complaints

**Accomplishments**

Got Outstanding Performance with Promotion at Hub Branch J.C. For the last three months

**Attributes:-**

- Achievement oriented, enthusiastic, and energetic and self-starter with a creative bent of mind.
- Ability to approach, convince and motivate different groups of people.

**Special Skills**

- Ability to work hard.
- Ability to work independently as well as Co-operatively as a good team leader,
- Ready to take responsibility.
- Excellent relation with colleagues.
- Self-Disciplined.
- Fast Learner.

I am well built with positive attitude to adjust according to work requirements. Till now my superiors have appreciated my performance and I was able to perform up to their satisfaction level.

Yours Faithfully

**AFSANA BANU**