

Mehreen Farooq

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Ajman,

United Arab Emirates

Profile

Result oriented and seasoned executive with a vast experience in the areas of Commercial Banking, Human Resource Department, Customer Relationship Management and Customer Experience. Bringing together a combination of knowledge, skills and solution oriented approach in maximizing customer satisfaction eventually capitalizing business profits.

Key Skills: Excellent interpersonal communication and people management skills, leadership, critical thinking and problem solving skills, fast learner and have the ability to multitask. Main areas of expertise are strong follow up, training staff, coordination and team worker. Highly motivated, self-driven and determined individual with hands on experience in using Microsoft office (Word, Excel, Outlook and Power point).

Employment History

Business Service Manager - Bank Alfalah Limited

June 2014 - June 2023, Karachi

Job Responsibilities (latest)

- Was key driver of the branch service mandate in entire Islamic Banking Group (countrywide - 300+ branches)
- Analyzed results of all Customer Experience indicators for gap rectification.
- Through vigorous trainings and follow up on weak areas, ensured the Islamic Group and its subsequent Regions and branches attained the top position in the Banks Service Ladders
- Developed and implemented action plans in tandem with stakeholders to drive improvement.
- Visited 95% of the branch network (countrywide) throughout the year, with a view towards discussing gaps, identifying issues and provided remediation and recommended actions for the branches and other departments until closure.
- Undertook 3 projects/initiatives every year in the form of process/policy change, process automation, enhanced analytics/visibility, cost reduction.
- Conducted One Customer Experience Clinics (orientation sessions) every month for Islamic Banking branches to improve the overall staff caliber and new joiners.

- Provided support to all branches countrywide and work to embed a customer centric culture across all the branches and positioned oneself as a facilitator by coordinating with other departments for solutions to customer impacting issues.
- Ensured that branches timely raise issues to the relevant department that are compromising the customer experience

Regional Coordinator – Human Resource and Administration

Bank Alfalah Limited

April 2009 - May 2014

Job Responsibilities

- Directly reported to the Regional Business Head South
- Managed phone calls and emails for the Regional Business Head
- Managed Regional HR and Business activities like arranging meetings, scheduling interviews and trainings.
- Prepared Minutes of the meetings
- Worked in tandem with Human Resource Manager to strategically plan HR initiatives in the Region
- Assist the recruitment process by reviewing CVs and shortlisting relevant candidates for suitable positions in the branches.
- Ensured and planned orientation sessions for new joiners.
- Assessed the training needs and coordinate the training and development programs for the employees.
- Assisted in the employee's annual performance review processes.
- Updated employees records in HRIS like transfers, leaves, assignments changes
- Maintained a detailed record of the company employees.
- Administered the onboarding process of new employees.
- Ensured all the employees comply with HR policies.
- Counselling employees as and when required.
- Conducted exit interviews to identify the reasons of termination or resignations.
- Regularly educate employees on the company's policies and what is expected from them.
- Arranged meetings with employees for progress reviews to assess and address any problems or grievances they may have.
- Promoted a positive and open work environment and promote open door policy to allow employees to speak comfortably about their issues.
- Administered and conducted various processes of hiring training along with dismissal.

Personal Financial Consultant,

Standard Chartered Bank

January 1999 – January 2004

Internal Verification Officer

Standard Chartered Bank, (formerly ANZ Grindlays Bank Limited)

January 1998 – December 1998

Achievements

- Received recognition from Group Head Islamic for contributing in growth of Islamic Banking consecutively from 2019 to 2022
- Received an award from HR for achieving the TOP position in BSL Branch Service Ladders) in 2018.
- Received recognition from Group Head Islamic Banking for professionalism in 2018
- Received ACE award from HR department and CEO of the bank for going an extra an extra mile for the Bank in 2018
- Consecutively retained the Top position in Branch Service ladders since 2014 to 2016 in Retail Banking.
- Achieved recognition at Group Level for successfully implementing the CRM Customer Relationship Management System in Bank Alfalah Islamic Banking Region South in the year 2011.
- In recognition of the sales target achievement in Standard Chartered Garden Road branch in the year 2002 received the Service Excellence Award as well as a Cash Bonus.
- Also received a Spot Check Award for outstanding Customer Services in 2002

Professional Courses and Trainings

Islamic Banking Refresher Courses - Bank Alfalah Limited – (yearly basis)

Master Trainer Program - Bank Alfalah Limited (2022)

Uplifting Service - Customer Services by Ron Kaufman (2013)

Import Trade and Regulatory Compliance – Bank Alfalah Limited (2013)

Train the Trainer Program – Bank Alfalah Limited – (2016)

Service Above Self – Bank Alfalah Limited – (2010)

Treasury Products Training – Standard Chartered Bank (2003)

Customer Services Clinic – Standard Chartered Bank (2002)

Customer Services Excellence Course by Horizon Inc. (2001)

Education and Personal Details

University of Karachi, Bachelors in Commerce - 1997

Nationality: Pakistani

Language Proficiency: Urdu - Native, English (*Speaking, Reading and Writing*) – Fluent

Visa Status: Resident (Family Sponsorship)

