



Osama Mehmood

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● ABOUT ME

Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals.

● WORK EXPERIENCE

01/01/2021 – 31/07/2023 Rawalpindi, Pakistan

MANAGER WEALTH PRODCUTS UNITED BANK LIMITED

Major Requirements & Responsibilities

- Generate Bancassurance premium and mutual funds AUM, ultimately enhancing revenue for the region and overall bank.
- Close coordination with region's team, operations, product & CBC and external stakeholders – insurance companies and UBL Funds managers.
- Ensure periodic trainings of all BMS, DMs and RMs with certification/refreshers for bancassurance & Mutual Funds.
- Ensure insurance company's representative in the branch is certified and have job card when in branch.
- Support sales and help distribution to solicit new business, strategize sales at branch level for bancassurance and Mutual Funds.
- Monitor performance vs. targets, health of regional bancassurance portfolio with respect to persistency and cancellations, monitoring per branch productivity for bancassurance & Mutual Funds.
- Follow TAT for complaint resolution and coordinate with stake holders.
- Ensure forwarding to issuance of cases is 100% and ensure timely delivery of all policy documents.

03/01/2017 – 31/12/2020 Rawalpindi, Pakistan

CUSTOMER SERVICE REPRESENTATIVE UNITED BANK LIMITED

Major Requirements & Responsibilities

- Open and maintain customer accounts by recording account information.
- Resolve product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.
- Recommend potential products or services to management by collecting customer information and analyzing customer needs.
- Prepare product or service reports by collecting and analyzing customer information
- Manage large amounts of incoming calls
- Greet customers warmly and ascertain problem or reason for calling
- Build sustainable relationships of trust through open and interactive communication
- Follow communication procedures, guidelines, and policies
- Resolve customer complaints via phone, email, mail, or social media
- Work with customer service manager to ensure proper customer service is being delivered
- Compile reports on overall customer satisfaction

08/08/2015 – 31/12/2016 Rawalpindi, Pakistan

MANAGEMENT INFORMATION SYSTEM COORDINATOR (MIS) UNITED BANK LIMITED

Major Requirements & Responsibilities:

- Managing and executing Management Information Systems (MIS)
- Handling hiring and performance management processes.
- Responsible for devising and implementing policies to ensure collaboration among departments, strategic management and middle office operations.
- To provide executive support to the Regional Business Head in various professional tasks. This includes booking monthly meetings, often with team leaders, field staff, and clients, even in challenging time zones.

01/08/2014 – 31/07/2015 Rawalpindi, Pakistan

RECEPTIONIST AWAMI TRADE CENTER

- Greet clients as soon as they arrive and connect them with the appropriate party
- Answer the phone in a timely manner and direct calls to the correct offices
- Deal with bookings by phone, e-mail, letter, fax or face-to-face
- Answer telephone calls and take messages or forward calls
- Copy, file and maintain paper or electronic documents and records
- Handle incoming and outgoing mail
- Create and manage both digital and hardcopy filing systems for all partners

● **EDUCATION AND TRAINING**

01/09/2012 – 15/01/2015 Rawalpindi, Pakistan

BACHELOR OF COMMERCE University of Punjab, Lahore

2016 Rawalpindi, Pakistan

MS - EXCEL INTERMEDIATE TO ADVANCE United Bank Limited

Rawalpindi

IT ADVANCE AGT Institute of Technical & Professional Education Rawalpindi.

● **LANGUAGE SKILLS**

Other language(s): **ENGLISH | HINDI | URDU**

● **ADDITIONAL INFORMATION**

ORGANISATIONAL SKILLS

Skills

- Business Management
- Employee Onboarding and Talent Management
- Performance Management
- Business Analysis
- Team Training and Development
- MS Office, Core Banking System, OAS
- knowledge of Sage, Quick Book,
- Problem solving abilities & Critical Thinking
- Customer Service Skills
- Documentations Skills
- Attention to Detail
- Positive Thinking Approach
- Independent and Group Work Proficiency

REFERENCE

REFERENCES: Can provide Once requested.
