



RIDA AROOJ

CUSTOMER RELATIONSHIP OFFICER

8+ YEAR EXPERIENCE

CONTACT

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Khalifa City, Abu Dhabi

EDUCATION

MPhil Mathematics Jan 2023 to Till
UNIVERSITY OF LAHORE, LAHORE

M.Sc Mathematics 2018 - 2022
UNIVERSITY OF PUNJAB, LAHORE

B.Sc Double Math 2015 - 2018
UNIVERSITY OF PUNJAB, LAHORE

SKILLS

- Strong interpersonal and communication skills
- Negotiation and persuasion abilities
- Corporate banking product knowledge
- Financial markets understanding
- Analytical and problem-solving skills
- Relationship building and maintenance
- Financial analysis and risk assessment proficiency
- Attention to detail and accuracy
- Time management and organizational skills
- Adaptability and resilience

PROFILE

8+ years Experienced Customer relationship officer with a demonstrated track record in retail, corporate, and investment banking. Proficient in delivering exceptional customer services, driving revenue growth, and ensuring regulatory compliance. Skilled in financial analysis and risk management. Committed to providing personalized financial solutions to meet client's needs and objectives.

WORK EXPERIENCE

Communik Marketing LLC, Dubai, UAE MAY 2024 - TILL
Relationship Officer

- Direct sales of the loan/credit cards of commercial bank of Dubai, Deem finance, Afaq bank and Sharjah Islamic Bank.
- Provides professional Advice on credit requirements, products features and benefits of credit cards.
- Develop and expands on new customer base and cards deals through referrals provided to achieve monthly sales targets.
- Verify customer documents for cards / loan application and ensure complete submission of documents.

Meezan Bank Ltd, Pakistan AUG 2021 - APRIL 2024
Corporate Customer Service Officer

- Deals in transaction & Internal Banking Queries
- Provide exceptional customer service by addressing inquiries, related to CRM to our corporate customers.
- Build & Maintain Strong relationships with corporate Client.

Branch Service Officer

- Handle Customers cash transactions accurately and efficiently by the balancing of Till/GL at day end.
- Perform Customers account opening, transfer, cleaning, Pay order, Drafts and RTGS.
- Help Customer in financing of Auto loan & Home finance.

Arif Habib Stock Exchange Limited JULY 2021 - AUG 2021
Account Opening Incharge

- Handling Accounts Payable and Receivable
- Checking Invoices
- Resolving accounts to the General Ledger
- Contacting Clients about transactions and invoices
- Handling Queries related to the accounts

LANGUAGES

- English
- Urdu

CERTIFICATION

- Branch Banking training certified
- Islamic Banking Shariah Certified

ACCOMPLISHMENT

- Star of the Month Feb 2023

SOCIAL APPTITUDE & DISTINCTIONS

- Logistic Manager of Math Department in MAO College (2020)
- Got 2nd position in poster competition organized by Math Department MAO College (2019)
- Event Organizer at MAO College (2019-2020)
- Event Organizer at Bisma Science School (2015-2019)
- Head girl of the worker welfare school Lahore (2011-2013)

Jubilee Life Insurance Lahore Pakistan

NOV 2020 - JULY 2021

Bank Insurance Sales officer

- Promote and sell insurance products to bank customers, including life insurance, health insurance, and property and casualty insurance
- Identify potential customers by analyzing banking transactions, account data, and customer profiles.
- Build and maintain relationships with bank customers, providing personalized insurance solutions to meet their needs and financial goals.
- Conduct sales presentations and product demonstrations to educate customers on insurance options and coverage benefits
- Identify potential customers by analyzing banking transactions, account data, and customer profiles.
- Collaborate with bank staff to cross-sell insurance products and leverage existing customer relationships.
- Generate leads through networking, referrals, and outreach activities, such as seminars and community events.
- Stay informed about insurance industry trends, regulatory changes, and product updates to provide accurate information and advice to customers.
- Comply with all regulatory requirements and internal policies related to insurance sales and customer data privacy.

National Bank of Pakistan Lahore

JUNE 2020 - OCT 2020

Assistant Banking Officer

- Processing deposits and withdrawal guidelines to customer
- Reviewing the transaction history of client.
- Bill Payments

National Bank of Pakistan Lahore

JULY 2019 - MAY 2020

Bank Insurance Sales officer

- Identified Customer needs and developed a customized Solution
- Generated leads through networking, cold calls and email campaign
- Developed a comprehensive understanding of Bank products and services

Bisma Science School & Academy

SEP 2015 - APRIL 2018

Assistant Manager

- Direct and Manage all aspects of Business development and implementation for line and back office treasury and derivative reporting system
- Coordinate with staff member and parents on daily basis to analyze and measure risk exposures against compliance guidelines
- Collect all payments proficiently and tackle all the bank security

REFERENCE

WILL BE FURNISHED ON DEMAND