



FAWAD AHMED

SERVICE ANALYST | TEAM LEAD | PEOPLE

WORK EXPERIENCE

➤ Team Leader and Trainer at Trident information technologies Dubai (2-4-2024 till date)

- ✚ Lead and manage a gaming betting team, fostering a positive and productive environment.
- ✚ Develop and implement training programs to enhance team skills and knowledge of gaming products and regulations.
- ✚ Monitor team performance, providing feedback and coaching to maintain service standards and compliance.
- ✚ Serve as a point of contact for team members, addressing concerns and facilitating communication.
- ✚ Ensure staff are well-versed in gaming processes, products, and responsible gaming practices.
- ✚ Conduct regular meetings to discuss goals, performance, and industry updates.
- ✚ Collaborate with management to identify training needs and create tailored solutions.
- ✚ Stay updated on changes in gaming regulations and best practices to ensure compliance.
- ✚ Assist in resolving customer inquiries, maintaining a focus on exceptional service

➤ Sales Executive at Platinum FX Dubai (2023 - 2024)

- ✚ Develop and implement sales strategies to achieve targets and enhance market share.
- ✚ Identify and pursue new business opportunities through networking, cold calling, and referrals.
- ✚ Build and maintain strong client relationships, delivering exceptional customer service.
- ✚ Present and promote stock products and services to prospective clients.
- ✚ Conduct market research to stay informed on industry trends and competitor activities.
- ✚ Prepare and deliver impactful sales presentations and proposals.
- ✚ Collaborate with marketing to create effective promotional materials.
- ✚ Monitor sales performance and report key metrics to management.
- ✚ Represent the company at industry events, conferences, and networking functions.

PROFESSIONAL SUMMARY:

Service Analyst and a strong customer service representative skilled in negotiation and achieving sales target. I have a total of 3 years of experience. Also worked as a supervisor to build a team. Technically smart with telephony system technology. Meeting targets, setup performance goals and have good skills in Quality Assurance standard.

PERSONAL DETAILS

PHONE:

+971 50 217 4661

E-MAIL:

Fawadabro88@gmail.com

ADDRESS:

AL Nahda Sharjah Tiger Building. AL Qadesiya Floor 24 Flat# 2410

VISA

Residence visa

Passport

SZ1179412

Languages

English, Urdu

➤ **Sales executive at Innoventure Islamic Finance (21-09- 2023 to till Date)**

- ✚ Consistently exceeded monthly sales targets by effectively promoting aafaq credit card products.
- ✚ Demonstrated expertise in Islamic finance principles, offering tailored credit card solutions to diverse customer segments
- ✚ Fostered strong customer relationships, resulting in high customer satisfaction and repeat business.
- ✚ Employed consultative selling techniques to identify customer needs and present relevant credit card features and benefits.
- ✚ Maintained strict adherence to industry regulations and company policies, ensuring ethical and compliant credit card sales practices

➤ **Operational Manager MWA Digital Agency (02-08-2022 to 02-08-2023)**

- ✚ Served as key corporate representative, liaising with various stakeholders in support of operational excellence.
- ✚ Reduced costs and improved operations by analyzing processes and customer feedback.
- ✚ Aided senior leadership by recommending corrective actions and improvements to company operations.
- ✚ Minimized discrepancies by effectively training employees on best practices, policies and procedures.
- ✚ Monitored and reviewed operational performance, aiding improved business strategy to maximize productivity

➤ **PBO & Service Analyst at United Bank Limited | NS2 Enterprise Contact Center.**

Key role and responsibilities

✚ **Retail Inbound Voice Campaign (Dec 1-2018 to 13 June-19)**

- Responsible to attend incoming calls and satisfy the customers
- Timely cases review and resolution
- Customer acknowledgment

✚ **Priority Inbound Voice Campaign (June 13-2019 to 11 Nov 20)**

- Responsible to cater VIP, Platinum customers.
- Priority basis resolution of the customer complaints
- Escalation of the queries as required.

Responsible for priority voice campaign Attending incoming calls and answer customer about basic banking services, account balances, fees etc. Timely looking into the cases, reviews, requests, and follow up for their queries from other department and get acknowledgement from the customers Help customer protect their accounts by reviewing suspicious activity, reversing transaction and reissuing of debit credit cards. Prioritizing the customer for complains and cater the VIP and platinum customers. Keep strong follow up of every customer's request. Co-ordinate with back office to resolve the customer's issue on given TAT

➤ **Service Analyst – ATM Monitoring Unit for United Bank Limited (UBL).
(Nov 13- 20 to 26-June 21)**

- ✚ Looking after 1500 ATMs of UBL working all around Pakistan and making it possible that majority of ATMs are live and working.
- ✚ Maintaining Low Cash, Out of Cash and Down Time Reports hourly.
- ✚ Coordinating with branches and making follow ups through e-mail and calls for every ATM down.
- ✚ Identifying reasons for Link Down and Out of Service of ATMs and making quick resolution.
- ✚ Coordinating with vendors (NCR & Vincor) and Network Team for resolution of ATMs down whether due to part deficiency or network issue.
- ✚ Coordinating with COPS for low cash ATM settlement.
- ✚ Maintaining monthly MISs for ATMs downtime and cash flows.
- ✚ Maintaining monthly State Bank reports for ATM performances and statistics

➤ **Data Entry Operator at GRAKOS | Creative Laws (2017 – 2018)**

Key role and responsibilities

The primary responsibility is entering data accurately and efficiently into computer systems, databases, spreadsheets, or other software. This could include alphanumeric data, numerical data, codes, or other specific information.

1. Data Verification and Accuracy
2. Data Cleaning
3. Maintaining Data Integrity
4. Time Management
5. Multitasking

EDUCATION:

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| • MS in Public Policy from Karachi University | 2014-2016 |
| • Bachelor in Arts from Shah Abdul Latif University | 2012-2013 |
| • Intermediate in science from Govt. Degree collage Pano AKil cant | 2003-2005 |
| • Matriculation from Mehran model school Pano Akil cant | 2001-2003 |

CORESKILLS

- Managing MIS's
- Effectively Communicate
- Technically expertise in product
- Problem solving capability
- Identifying fraud and risk factors
- Managing and scheduling team

SKILLS

- MS Excel and word.
- Have sound knowledge of all the social media application
- Hands on knowledge of computer and mobile related IT technologies.