



Jai Kumar Baakeriya

FxPro Introducer at FxPro

To build upon and enhance my professional skills and abilities in a reputed and dynamic organization that gives opportunity to fresh innovative minds to evolve and build their career in a professional manner.

Strengths & Skills

- ✓ Business Intelligence
- ✓ MS Office
- ✓ MS Word
- ✓ Computer Programming
- ✓ MS Outlook
- ✓ Presentations
- ✓ MS Excel
- ✓ MS PowerPoint
- ✓ Stock Market Analysis

Certifications

Microsoft Power BI Alison Online Learning	Sep 2020 - Oct 2020
Microsoft Power BI Udemy Online Learning	Aug 2020 - Sep 2020
Advance Microsoft Excel 2010 - Revised 2017 Alison Online Learning https://alison.com/user/pdf/1268/1	Dec 2018 - Jan 2019
Information Technology Diploma (DIT) Pakistan Academy Of Education	Jul 2012 - Jun 2013

Experience 6 years

FxPro FxPro Introducer	1 month	Oct 2020 - Present
United Bank Limited (UBL) Analyst Complaint management & BPR - Service Quality	6 months	Oct 2018 - Apr 2019
Foreign Exchange Professional - FxPro.com Stock Trader / Forex Trader	4 years	Nov 2016 - Present
United Bank Limited (UBL) Phone Banking Officer / CSR	1.9 years	Oct 2016 - Sep 2018
United Bank Limited (UBL) Telesales Officer	5 months	Mar 2015 - Aug 2015

Work History

FxPro	Oct 2020 - Present (1 month)
FxPro Introducer	Karachi, Pakistan
FxPro has appoint me as an Introducer. Now I'll introduce how to do Stock trading/Forex trading on MT4/MT5 and cTrader on FxPro. Build your portfolio like a pro! Invest in a wide range of financial derivatives including Currencies, Equities, Indices, Metals & Energies with FxPro!	

United Bank Limited (UBL)	Oct 2018 - Apr 2019 (6 months)
Analyst Complaint management & BPR - Service Quality	Karachi, Pakistan
Responsibilities:-	

Contact Info

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Plot# G-104 2nd Floor Jawad Arcade PNT
 Colony Gizri Road Near Kashan Food
 Store Karachi Karachi, Pakistan
 Karachi, Pakistan

Academics

B.COM | 2015
 University of Sindh, Govt Boys Digree College
 Tando Jan Mhd

HSC | 2011
 Standard Secondary & Higher Secondary
 College, Mirpur Khas

SSC | 2008
 Government Boys High School, Mirpur Khas

Awards

- UBL Term Life | 2017
- Sales Over Telephone With Effective Communication | 2015

Industries

- Banking/Financial Services
- Information Technology

Functional Areas

- Client Services & Customer Support
- Accounts, Finance & Financial Services
- Database Administration (DBA)
- Management Information System (MIS)
- Monitoring & Evaluation (M&E)
- Public Relations

Languages

- Gujarati - Native
- Urdu - Native
- English - Medium
- Punjabi - Medium
- Sindhi - Medium

Hobbies

- Research On Internet
- Computer Using
- Books Reading
- Spend Time with Family
- Trying to Achieve Best

We are worked for our organizational quality in services that providing to the customers. We trying to make better way for providing best services to the customer. We are rectify financial errors that customer facing at our end like system issues staff mis-behaviours mis-procedures wrong guidelines difficult processes. We trying to improve everything make easily and convenient customer can avail our services.

- Maintain Our Organization Service and Quality for customer satisfactions and bank reputations.
- Investigate complaints and providing complete resolutions.
- Working on Microsoft Excel for maintaining MIS and DATA storage. Presentations on powerpoint for BPR.
- Direct reporting to UBL higher managements and higher authorities escalations to higher management with proper email drafting .
- Monitoring branches behavior and services level report to District Level/Region Level/GM.
- Customers financial issues and reversals on incorrect deductions regarding incorrect charges/Withholding TAX or Others.
- Working on Digital App/Netbanking networking issues.
- Working on CCDM machines & Non-receipts of ATM cards/Welcome packs complaints investigate on courier companies.
- Working as per our management orders and follow instructions.

Foreign Exchange Professional - FxPro.com

Nov 2016 - Present (4 years)

Stock Trader / Forex Trader

Karachi, Pakistan

I'm timely buying and selling of foreign currencies. Recommends competitive foreign exchange rates based on market performance. Being a Foreign Exchange Trader I reviews orders to ensure accuracy, proper record keeping, and conformance to regulations. I experienced a new standard in the online trading industry. Leading multi-asset Forex and CFD trading platform. Minimal Risk. Reduced Cost. Fast Delivery.

United Bank Limited (UBL)

Oct 2016 - Sep 2018 (1.9 years)

Phone Banking Officer / CSR

Karachi, Pakistan

Responsibilities:-

Working in **Hotline Campaign** attending calls from hotline phones regarding atm machine issues as per customer complaint checking issues on system and escalating to below mentioned concerns or vender directly on priority basis:-

1. Branch Staff (CSOM/CSR/BM)
2. District Management (DCSM)
3. Regional Management (ROH)
4. Cluster and GM.

And sometimes getting calls on general helpline regarding customer financial issues in his account. Maintaining MIS sheet on ms excel for Service Request and complaints & doing escalations through Outlook to the concerns and corresponding on telephonic conversation for immediate reponses.

United Bank Limited (UBL)

Mar 2015 - Aug 2015 (5 months)

Telesales Officer

Karachi, Pakistan

Offering products & deals on BTF and LIP to UBL credit card holder customers show him his/her need and generate revenue for the organization. Maintaing MIS sheet for Sales targets and remaining data for next day & working in outlook and call backs for immediate response from concern department and customers.