

# Muhammad Kashif Khan

Professional



**Passport #:** JZ4132351 **Visa Status:** Employment Visa

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## Executive Profile

Strategic leader and entrepreneur with over 10 years of experience with extensive background in and thorough knowledge of bank operations and digital banking. Experienced in developing and implementing competitive programs and services. Exceptional organizational, analytical, and managerial skills. Offering core competencies in business development and customer services. Displayed excellent progress in promotion, selling and closing deals with track record of target achievements through business development and enhanced service delivery. Proficient in strategic planning & implementation, relationship management and in establishing rapport with clients. Highly persuasive and articulate communicator with strong planning, analytical, coordination, organizational, negotiation, client convincing, problem solving, interpersonal and time management skills. Seeks a middle management role to utilize gained expertise while achieving professional growth.

## STRENGTHS

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| ✦ Diversified industry exposure                | ✦ Business development expertise                   |
| ✦ Strategic Business Planning & Implementation | ✦ Strong commitment to customer service excellence |
| ✦ Strong commercial & financial acumen         | ✦ Multi-talented                                   |
| ✦ Systematic & methodical work approach        | ✦ Proven Team Leadership abilities                 |

## Employment History

### Call Center Officer, Finance House. (Abu Dhabi)

2017 – Present

- ✓ Manage call center floor in absence of Manager Call Center
- ✓ Lead and motivate team members.
- ✓ Train and guide new inductees in the department.
- ✓ Forecast call volume and prepare call center schedule according to business need.
- ✓ Handle customer's calls with absolute courtesy and accuracy.
- ✓ Review and sending customer's documents to operations for update.
- ✓ Gather and prepare one pager of Product Information to ensure 100% accuracy.
- ✓ Ensure customer complaints pertaining to Call Center services are resolved within defined timelines.

### Sr. Officer Operations & Quality Assurance, MCB Bank Ltd. (PAKISTAN)

2011 – 2016

- ✓ Manage Call Center Data Base maintenance, including critical indicators, business analysis & forecasting.
- ✓ Review and implement process for the department.
- ✓ Conduct UATs, prepare CRs to Bank Technology team and coordinate to conclude project.
- ✓ System applications review and audit on monthly basis.

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- ✓ Formulate efficient strategies for testing specific proprietary software features.
  - ✓ Responsible to manage Call Center QC team for monitoring, listening and evaluating customer calls.
  - ✓ Responsible to manage smooth processing of e-forms initiated through call centers.
  - ✓ Supervise and coach line manager on a weekly/ fortnightly basis.
  - ✓ Ensure that customer complaints pertaining to Call Center services are resolved within defined timelines.
  - ✓ Utilize quality assurance data and coordinates with other internal departments to identify new training need changes to existing training curriculum.
  - ✓ Coordinate all assigned projects, ensure projects are completed by target deadlines, and provide project status to management.
  - ✓ Design processes for call centers and responsible for Call Center Framework (COSO).

**Achievements:**

- ✓ Successful and timely processing of over 100,000 E-Forms (Customer's requests) via Call Centers Ops team.
- ✓ e2e Evaluate, Monitor & present the weak areas of call centers to higher management.
- ✓ Excellent management of complaints and timely closure of customer issues within defined timelines.
- ✓ Successfully performed UAT and implement changes in call center services for better customer experience.
- ✓ Initiate and lead project for system application enhancement being used by the department.
- ✓ Monitor and manage financial applications features and coordinate with Bank Technology team for permanent fix.
- ✓ Implement changes in EN Card Controller (CMS) in coordination with third party Company i.e. Euronet worldwide.
- ✓ Played a vital role in Successful launch of Visa Debit Card & MCB Lite in MCB Bank Ltd.

**Training Officer (Call Center Inbound & Outbound) MCB Bank Ltd.**

**2009 – 2011**

- ✓ Planning and develop training needs for call center department.
- ✓ Liaising with stakeholders for validation of product material.
- ✓ Coaches call center agents and team leads on products and services offered by the bank.
- ✓ Supervise day to day training activities and discuss the day end report with office manager.
- ✓ Achieved desired targets and assignment set by the company.

**Achievements:**

- ✓ Awarded by company on completion of assigned tasks.
- ✓ Closely worked with the team leads to boost staff confidence (Team Player)
- ✓ Solving client complaints in professional and timely manner in coordination with CRU Team.

**Team Leader (Call Center Inbound & Outbound) MCB Bank Ltd.**

**2006 – 2009**

- ✓ Responsible to lead a team with motivation, dedication and ensure to meet set targets.
- ✓ Supervise day to day business activities and share the report with Manager.
- ✓ Responsible to achieve monthly targets assigned by the Bank
- ✓ Achieved yearly targets in 2009 and awarded by the Bank
- ✓ Train and guide new inductees.

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## Muhammad Kashif Khan

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### Areas of Expertise

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- Senior Executive-Level Operational Support to company
  - Department & Field Liaison
  - Proficient Computer & Technical Skills
  - Strategic & Day-to-Day Execution
  - Managing Executive Calendar and Meeting Planning
  - Strong Verbal & Written Communication Skills
  - Special Projects Management & Assignments
  - Operations and Human Resources
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### Education

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**Bachelors of Business Administration, PIMSAT**

**2008**

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### IT Skills

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Proficient in Internet Banking & other in-house systems, MS Office Suite, Internet and E-mail applications.

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### Personal Details

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Nationality	:	Pakistani
Date of Birth	:	24 <sup>th</sup> November 1983
Marital Status	:	Married
CV Status	:	Professional
Languages	:	Urdu, English & Hindi

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### Reference

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Available upon request