



MUHAMMAD ATIF ZIA

+923465617466

atifzia2474@gmail.com

www.linkedin.com/in/muhammad-atif-zia-b2b443214

TIP Housing Colony Haripur

EDUCATION

Bachelor of Business Administration ,BBA

University of Haripur
2016 – 2020

SOFT SKILLS

- Microsoft Office Suite (Excel, Word, Outlook, and PowerPoint)
- Point of Sales Software (POS)
- Temenos 24 Software
- Digital Marketing

SKILLS

- Sales
- Marketing
- Customer Service
- Team Work
- Multi Tasking
- Inter Personal Skills
- Cross-functional Collaboration
- Team Collaboration

LANGUAGES

- ENGLISH
- URDU

ABOUT ME

Versatile professional with 3 years in retail pharmacy and 1 year in retail banking. Proven track record in delivering exceptional customer service, strong interpersonal skills, and ensuring client satisfaction. Comprehensive knowledge of pharmaceutical products and banking services. Adept at managing diverse customer needs, fostering positive relationships, providing a solid foundation for strategic customer relationship management.

WORK EXPERIENCE

Banking Service Officer 2022 – 2023

Allied Bank Limited , Pakistan

- Bank Account opening.
- Dealing Account related queries.
- Guiding customer regarding bank products and services.
- Performing non cash transaction.
- Periodic and regular KYC exercise as per schedule.
- Maintaining compliance and SOP's as per Bank's policy.
- Providing quality customer service experience.

Customer Service Executive 2019 – 2022

ZS Watson Pharmacy , Pakistan

- Maintaining sales volume of the business.
- Maintaining Stock Volume of the business batch wise.
- Offering customers different products of the business.
- Guiding the customers regarding the products.
- Taking feedback from customers and resolving the queries.
- Data Entry of Invoices against purchase stocks.
- Use of Point of sales for the bill invoicing to customers.
- Prevention of financial and non financial loss to the business.
- Providing quality customer service experience.

REFERENCES

Refrence can be furnished upon request