



## FOZAIB ASIF

Customer-focused professional with experience in banking support, customer service operations, sales coordination, and office documentation. Strong communication skills, high accuracy, and proven ability to meet service-level agreements in fast-paced environments. Seeking an office-based or financial services role.

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- Doha, Qatar
  - +974 7089 6124
  - [fozaib.1992@gmail.com](mailto:fozaib.1992@gmail.com)
  - Nationality: Pakistani
  - NOC: Available
  - Willing to work shifts, weekends, and rotational schedules
  - Availability: Immediately
  - QID: 29258614452

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## KEY SKILLS

- Customer Service & Client Handling
- Banking & Financial Support Exposure
- Transaction Accuracy & Compliance
- Documentation & Reporting
- CRM & Call Handling Systems
- MS Office (Excel, Word, Outlook)
- Problem Solving & Time Management

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## PROFESSIONAL EXPERIENCE

### Customer Support Representative

Mindbridge Pvt Ltd – Lahore, Pakistan

May 2021 – Nov 2021 | Dec 2023 – Jun 2024

- Provided customer support for **Bank of London** and international clients.
- Handled customer inquiries with accuracy, professionalism, and confidentiality.
- Maintained compliance with service procedures and quality standards.
- Prepared case notes and service reports using CRM systems.
- Achieved consistent customer satisfaction results.

## Sales Executive

Saad Trading Corporation – Lahore, Pakistan

*Dec 2021 – Oct 2023*

- Managed B2B sales operations and client accounts.
  - Prepared sales reports, forecasts, and documentation for management review.
  - Coordinated with logistics and production teams to ensure order accuracy.
  - Supported export inquiries and handled basic export documentation.
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## EDUCATION

- **BS Aviation Management** – University of Management & Technology, Lahore
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## LANGUAGES

- English
  - Urdu
  - Hindi
  - Punjabi
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