

Usman Ghani Arain

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EXPERIENCE

Customer Relationship Officer

Halan Microfinance Bank Sindh, Pakistan

Nov 2022 – Present

Achievements & Tasks:

- **Built and maintained strong relationships** with a workforce of **250+ Matric-level employees**, achieving an average **90% worker satisfaction score** over 4 years.
- **Managed onboarding and orientation** of **100+ new workers annually**, ensuring **95% first-month retention** during critical project deployments.
- **Monitored worker performance** with **quarterly reviews and monthly feedback sessions**, leading to a **15% year-over-year productivity improvement**.
- **Resolved worker grievances** and client escalations within an average of **48 hours**, maintaining a **98% client satisfaction rate**.
- **Collaborated with training departments** to identify skill gaps, helping to upskill **over 200 workers**, with a **30% promotion rate** into higher roles.
- **Provided strategic workforce planning support**, maintaining staffing fulfillment at **97%** against client project requirements.
- **Prepared and presented detailed reports** analyzing worker KPIs, retention trends, and attendance rates, contributing to a **20% improvement in employee retention strategies**.
- **Acted as the primary liaison** between **10+ client companies** and the Matrics workforce, ensuring **100% project alignment and compliance**.
- Recognized and rewarded **top 10% of performers** quarterly, boosting worker loyalty and lowering attrition by **18%** over 4 years.

EDUCATION

Bachelors in commerce

Sindh Of University

Month Year - Oct

2018

High School

Model college

Month Year - May 2012

Diploma in Computer Science & Business Management

Faith College

Month Year - June

2014

SKILLS

Expert in:

- Computer proficiency (10/8)
- Adobe Photoshop (10/9)
- Customer Relationship Officer (10/9)
- Conflict Resolution (10/10)
- Onboarding and Orientation (10/9)
- Workforce Planning and Forecasting(10/6)
- Client Servicing (10/8)

Languages

- Arabic (Basic)
- English (10/10)
- Urdu/Hindi (10/10)

