



# Muhammad Zaeem Khan

Business Administration Professional

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☎ 0303-8035547

📍 Havelian, Abbottabad, KPK

📅 December 17, 1997

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## Objective

A detail-oriented individual with a solid understanding of modern office practices and a proven ability to maintain accuracy in handling high-volume, repetitive tasks. Eager to contribute to the success of a dynamic and challenging work environment as an Administrative Staff member. Dedicated to ensuring smooth, efficient, and productive office operations.

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## Education



### Bachelor in Business Administration

📅 2017 - 2021    📍 Comsats University Islamabad, Attock Campus

Comprehensive business education covering management principles, finance, marketing, and organizational behavior. Developed strong analytical and leadership skills essential for modern business environments.

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## Work Experience



### MCB Islamic Bank

📅 Feb 2023 to Feb 2024

#### Management Role

- Exploring new prospects and generating leads for soliciting deposit and cross sell, generating fresh sales for NTB
- To grow ETB as per assigned target through deepening and effective relationship management & exceptional service

- To achieve the assigned target through cross selling of all consumer banking products as per target sheet
- To make daily visits / calls to the customer as per assigned daily activity plan and contact policy
- To ensure following all described activities in sales management process for business generation
- To maintain call/visit log on daily basis and to provide progress sheet on weekly basis to the respective AMS – Liabilities & Cross Sell
- To comply with all applicable regulatory requirements and bank's policies & SOPs
- To ensure compliance of AML / CFT for the assigned portfolio and do exercises as directed by the bank
- Any other task assigned by line manager



## **Soneri Bank**

📅 Oct 2022 to Dec 2022

### **Management Role**

- Customer relationship management and service delivery
- Banking operations and compliance with regulatory requirements
- Cross-selling of banking products and services
- Maintaining customer records and documentation



## **Municipal Committee Hazro**

📅 Internship

### **Management Role**

- Acquired in-depth understanding of office management procedures and departmental and legal policies
- Ensures accuracy and quality of work is maintained at all times
- Developed solutions as part of a quality management team
- Assisted in maintaining digital and hard copy human resources files
- Assisted in to resolve client's complaints regarding maintenance of area as an internee
- Answered inquiries regarding the status of various pieces of legislation
- Provided recommendations to Head of Municipal Committee as to what projects should be funded
- Ensure operations adhere to policies and regulations

## Skills & Competencies

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### <> Technical Skills

- ✔ Microsoft Office
- ✔ Microsoft Excel
- ✔ Document Composition
- ✔ Data Entry
- ✔ Microsoft Word
- ✔ Database Management
- ✔ Proof Reading

### 🌐 Languages

#### English

Proficient

#### Urdu

Native

#### Hindko

Native

### 👤 Personal Competencies

- ✔ Efficient interpersonal communication skill to resolve disputes
- ✔ Familiarity with financial and facilities management principles
- ✔ Passionate, Organized and Disciplined
- ✔ Ability to explain routine tasks to others as directed
- ✔ Ability to listen and follow instructions
- ✔ Administrative writing and reporting skills
- ✔ Creative and analytical approach to work
- ✔ Ability to work under pressure and perform multitasking
- ✔ Flexible and adaptable to change
- ✔ Ability to work in a team and independently
- ✔ Willingness to continue building skills through educational opportunities
- ✔ Emotionally Intelligent