

Contact Info

Karachi, Sindh
Pakistan
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03338591535

Education

University Of Karachi
Karachi / Masters in Human
Resource Management
HRM (Waiting For Result) (2024)

University Of Karachi
Karachi / Bachelors in Sociology
Sociology (2022)
70%

Skills

TIME MANAGEMENT
LEADERSHIP
PROBLEM SOLVING

Certifications

- Information Security
Habib Metro Bank | 2024
- Basic Concepts of Islamic
Banking
Habib Metro Bank | 2024
- Fair Treatment to Customers
Curricula
Habib Metro Bank | 2024
- Fraud Risk Awareness
Habib Metro Bank | 2024
- Business Continuity
Management
Habib Metro Bank | 2024
- Information Security
Habib Metro Bank | 2023
- Diversity, Equity & Inclusion
Habib Metro Bank | 2023
- MS Office
SARDAR YASIN MALIK
UNIVERSITY OF KARACHI | 2021
- LEARNING AND
DEVELOPMENT
United Bank Limited | 2015

Furqan Malick

Digital Service Monitoring Unit ADC- Operation at Habib
Metro Bank



Summary

Dedicated analyst with exceptional problem-solving ability and critical thinking skills. Experience with numerous aspects of financial and intelligence analysis, including use of open-source and proprietary software to perform statistical calculations and model data and projections.

Work Experience

Digital Service Monitoring Unit ADC- Operation

15 months

HABIB METRO BANK

Karachi, Pakistan | Oct 2023 - Present

Major Responsibilities:

- Actively monitor 24/7 installed ATMs (on-site or off-site) performance and up time.
- Follow up with vendors for ATM Complaints.
- Resolution of ATM Complaints in System on daily basis.
- Responsible for timely resolving SBP ATM related Complaints if any reported.
- Responsible for timely reporting to SBP on daily basis in holidays.
- Responsible for timely reporting to SBP on Raast Transactions Financial Reoprts.
- Responsible for ATMs MIS Reports (Weekly Downtime report, ATM Downtime to branch, Transaction Report, etc.)
- Monitoring of ATMs through (suite NCR- Vynamic View Wincore/Diebold), provide first level support to the branches regarding ATM issues and coordinate with branches, vendors and different departments of HabibMetro Bank for smooth working of ATM Operations.
- Call logging and follow up with vendors (NCR and Wincore/Diebold) for ATM's Complaints.
- Coordinating with Network team for support of connectivity Complaints resolution to minimize impact to customers and internal users in coordination with end users, team members, management, vendors, and other internal IT teams.
- Responsible for monitoring of ATM network cash floats, attending to ATM Faults, coordinating for cash replenishment and ensuring ATM uptime is maintained at all times.

Digital Customer Care Analyst

14 months

UNITED BANK LIMITED

Karachi, Pakistan | Dec 2019 - Feb 2021

Knowledge of customer service practices:

- customers' questions and concerns and provide answers or responses.
- Provide information about products and services.
- Take orders, calculate charges, and process billing or payments.
- Review customer accounts and make changes, if necessary.
- Handle returns or complaints.
- Experience with ALTITUDE, GNP, AVAYA,

Languages

- English & Urdu - Medium

Hobbies

- Driving Gymining & Sports.

EBS, CRN, PRIME.

Customer Services (MRCB)

UNITED BANK LIMITED

Karachi, Pakistan | Mar 2015 - Oct 2016

Email support representative:

- Proficient in Microsoft Office
- Knowledge of customer service practices
- Experience in mediation and conflict resolution techniques
- Data analysis experience
- Knowledge of research practices
- Experience with ALTITUDE, GNP, AVAYA,
- EBS, CRN.

19 months