

Hamza Ashraf

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Education

Foundation University Islamabad <i>Master of Business Administration In Finance</i>	February 2016 - June 2019 <i>Rawalpindi, PK</i>
University of the Punjab <i>Bachelor of Commerce</i>	August 2013 - June 2015 <i>Lahore, PK</i>

Experience

United Bank Limited <i>Customer Service Representative</i> <ul style="list-style-type: none">Manage account opening and amendments, ensuring compliance with bank policies and customer requirements.Handle the clearing of cheques from other banks, facilitating smooth transactions for customers.Oversee the issuance and management of cheque books and ATM cards, ensuring accurate and timely delivery.Provide excellent customer service by addressing inquiries and resolving issues efficiently.	September 2023 – Present <i>Rawalpindi, Pakistan</i>
United Bank Limited <i>Branch Service Supervisor</i> <ul style="list-style-type: none">Supervised cash operations, ensuring accuracy and compliance with bank procedures.Managed and monitored transactions, providing oversight and support to branch staff.Served as ATM In-charge, overseeing cash replenishment, maintenance, and troubleshooting.Collaborated with branch management to improve service delivery and operational efficiency.	January 2023 – September 2023 <i>Rawalpindi, Pakistan</i>
United Bank Limited <i>Branch Service Officer</i> <ul style="list-style-type: none">Managed and processed cash transactions with accuracy and efficiency.Ensured secure handling and management of cash, maintaining accountability and compliance with bank policies.Delivered exceptional customer service, addressing client inquiries and resolving issues promptly.Contributed to the smooth operation of branch services by coordinating with team members and adhering to best practices in cash management.	August 2021 – January 2023 <i>Rawalpindi, Pakistan</i>

Certificate

Banking Management Development Programme (BMDP) <i>Issued by State Bank of Pakistan, Test conducted by Institute of Bankers Pakistan (IBBP)</i> <ul style="list-style-type: none">Successfully completed the BMDP certification, demonstrating advanced knowledge and skills in banking management and leadership.	November 2023
Certificate of Achievement <i>Awarded by United Bank Limited</i> <ul style="list-style-type: none">Recognized as the 2nd best Branch Service Officer (BSO) at United Bank Limited for outstanding performance and service excellence.	July 2022
Certificate of Achievement <i>Awarded by United Bank Limited</i> <ul style="list-style-type: none">Achieving a score of 100+ on the monthly performance scorecard, demonstrating excellence in key performance indicators (KPIs).	November 2021
Professional Certification In Office Automation And Information Technology <i>Offered By Civil College of Science</i> <ul style="list-style-type: none">Proficient in Microsoft Office Suite, including Excel, Word, and PowerPoint, focusing on advanced data analysis, document processing, and presentation skills.	September 2015

Professional Skills

Communication Skills: Excellent verbal and written communication skills, adept at customer interaction and service.
Office Software: Advanced proficiency in Microsoft Word, Excel, and other office tools.
Time Management and Collaboration: Proven ability to manage time effectively and work collaboratively in team environments.

Extracurricular Activities

<ul style="list-style-type: none">Cricket.Travelling.Swimming.
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