**Bushra Bukhari**

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# Professional Summary

A well rounded, organized and detailed oriented bank officer with 5 years’ experience as Senior Counter Service Officer &9 years’ experience in Consumer Banking Operations and broad understanding of the contributions of each. Dependable banking expert who excels at processing high volume of error free transactions and meeting scorecard goals. Versatile Administration Manager who applies uncommon organizational abilities whereas managing both littler and bigger authoritative groups. Capable at planning, gatherings and conference calls, arranging schedules, and planning point by point spreadsheets. Centered on guaranteeing effective office operations through viable administration strategies.

# Skills

* Scheduling
* Staff Management
* Policy and Procedure Modification
* Team Leadership
* Documentation and control
* Office management
* Communication

# Experience

SMS Chemical Industries

**Administration Manager December, 2020 – December, 2021**

* Learned and applied preferred systems for scheduling, purchasing and problem-solving.
* Collaborated with leaders from other departments to achieve consistent processes and maximize efficiency of resources.
* Oversaw corporate events designed to connect and support employees at work and outside of work.
* Supervised hiring processes and vendor relationships to maintain smooth operations for company.
* Monitored and evaluated personnel performance to complete annual reviews, recommend advancement or address productivity concerns.
* Assigned tasks and directed team of office clerks.
* Trained employees in company and regulatory compliance requirements to promote conformance.
* Developed highly-efficient administrative team through ongoing coaching and professional development opportunities.
* Supervised clerical and administrative personnel by communicating job expectations, appraising job results, and disciplining employees.
* Aggregated and analyzed data related to administrative costs to prepare budgets for corporate-level management.
* Improved office operations by automating client correspondence, record tracking and data communications.
* Maintained petty cash.
* Optimized organizational systems for payment collections, AP/AR, deposits and recordkeeping.
* Monitored selected vendor offers, costs, routes and appropriate class of travel within the travel policy.
* Managed all travel ticket purchases and providing delegated administrative approval of all official/ personal travel authorizations.
* Monitored and procured needed supplies for office, reception, mailroom, and kitchen and the purchasing of new material with attention to budgetary constraints.
* Ensured a safe, secure, and well-maintained facility that meets environmental, health, and security standards.
* Managed CCTV at all locations to ensure their running condition and required backup is being maintained.
* Managed the maintenance and repair of CCTV, machinery, equipment, and electrical and mechanical systems.
* Organized and supervising other office activities (recycling, renovations, event planning etc.).
* Kept abreast with all organizational changes and business development.

ICM Japan

**Admin Executive January 2018 – December, 2020**

* Organized a filing system for important and confidential company documents.
* Monitored office supply levels; reorder when appropriate.
* Carried out administrative duties such as filing, typing, copying, binding, scanning.
* Took accurate minutes of meetings.
* Maintained daily attendance of the day region’s officers.
* Updated the record of new/ left employees in attendance file.
* Maintained the contracts and renewals of the employees.
* Guided the new employees and promote the company culture to staff members.
* Assigned the new customers generated from ICM Registration/ Face Book/ Sales Emails/ Live Chat/ Direct Calls to the concerned sales officers.
* Maintained the follow up with the sales officers of new customers.
* Made sure from supervisors that their teams perform well in sales.
* Made sure that supervisors inform their teams about specific sales techniques they might need to improve upon.
* Customer Shuffling & Transfer in Database.
* Maintained the follow up with the sales officers of transferred customers.
* Maintained& updating the recovery of outstanding.
* Maintained the follow up with the sales officers of outstanding payments.
* Maintained the sales file of the sales officers.
* Called the clients for refund confirmation.
* Replied to refund emails after the client’s confirmation.
* Daily reporting of new customers and their feedbacks.
* Daily reporting of sales.
* Daily reporting of outstanding payments.

Bank Alfalah Limited

**Senior Counter Service Officer June, 2013 – November, 2017**

* Financial Objectives
  + NTBs – 15 Accounts (Monthly average)
  + CASA – 30mn Deepening (Monthly average)
  + Credit Card Sales – 2 units (Monthly average)
  + Bancassurance - 0.1Mn (Half yearly)

* Account opening/scrutiny of Account Opening form, receipt of initial deposit, input into the system, generation of account number.
* Made sure that required KYC documentation, as required under prudential regulations, is obtained, properly kept in record and fed into the system.
* Issuance of miscellaneous certificates.
* Handledcash/ online transfer/ locker transactions as per BAL’s policies and SBP’s instructions.
* Process of inward & outward clearing, remittance, and banker’s cheques.
* Identification of suspicious transaction, ensuring that operations adhere to Banking policy & procedure.
* Supervised overall branch operations, ensuring effective controls and maintenance of service level.
* Oversaw and mentor junior Counter Officers and new employees.
* Positive customer interface creation with each interaction, reflecting positively on the bank.
* Provision of high quality service to customers.

Bank Alfalah Limited

**Merchant Acquiring Officer-South March*, 2011 –June, 2013***

* Made ensue that Merchant Application form has been completed in full and all the required documents have been obtained.
* Co-ordinated with concerned department for timely processing of application and creation of Merchant ID.
* Received and noted the queries of the merchants on system and get them resolved.
* Made the welcome call to the new merchants and getting their information and getting them familiar to POS machines.
* Followed up the Back End Approval of merchants with concerned department.

Bank Alfalah Limited

**Operation Officer-Auto Hub South March, 2008 – February, 2011**

* Look after the operational activities of Car Finance Auto Hub for South area (consisting of Sindh and Baluchistan) and ensuing booking of quality loans as per the laid down procedure and policy of car finance)
* Received Car Loan Files from credit department after the receipt of Approval and provide the related documents and legal agreements to sales officers
* Disbursement of car finance loans after having complete satisfaction of all customers’ documents as per the bank policy
* Coordinated with Regional office for timely payments of vehicles, reconciliation of car loan accounts as well as for product related problem.
* Maintained the comprehensive MIS of Disbursement of Auto Loans on daily basis
* Handled internal, external, SBP audit in co-ordination with Head office.

Bank Alfalah Limited

**Operation Officer –Car Finance April, 2004 – March, 2008**

* Formulate, strategize and making sure the implementation of special exercises and tasks as assigned.
* Monitored Car Finance Portfolio.
* Credit Administration Functions of Car Finance i.e. formalities after approval and prior to disbursement.
* Prepared various reports for different quarters pertaining to Car Finance.
* Achievement of acceptable level of SBP, External, Internal and Credit Monitoring Audits and their Compliance.
* Co-Ordinated with Fraud Investigation Unit, pertaining with the reporting of different issues and queries.
* Prepared write-off proposals for delinquent accounts submitted to Audit Division for approval.

# Education

Khadim Ali Shah Bukhari Institute of Technology (KASBIT) Karachi

Master of Business Administration (**Human Resource Management)** (Ongoing)

Bahauddin Zakariya University of Multan Multan

B. A. 2002

# Personal Information

Date of Birth January 11, 1982

Religion Islam

Marital Status Single

CNIC#: 32303-0717462-8

# References

Will be furnished on requirement.