



Sohail Kibria

OBJECTIVE

Seeking a challenging career opportunity in a dynamic organization where my skills can be utilized and improve, also to achieve the corporate objectives.

EMAIL ADDRESS

sohailkibria@hotmail.com

CONTACT NUMBERS

+971503528519

+923458858448

ADDRESS

Samaa Residence, AL Nahda 1,
Deira,Dubai

DRIVING LICENSE

International
Driving license

LANGUAGES

English ■ ■ ■ ■ □
Sindhi ■ ■ ■ ■ ■
Urdu ■ ■ ■ ■ ■

SOFTWARE SKILLS

- CRM
- MS Office
- Windows /Linux
- Lotus Notes
- Zoom Cloud Meetings

OTHER SKILLS

- Interpersonal Skills
- Decision making Skills
- Problem Solving
- Good Communication Skills

PERSONAL INFORMATION

Fathers Name Ghulam Kibria
Date of Birth 16-April-1982
Visa Status Visit Visa
Nationality Pakistan

HIGHLIGHTS

Banking- Credit Cards- Car Finance- Bancassurance- Personal Loans- House Finance- Service Quality – Customer Service – CRM - Data Analysis

WORK EXPERIENCE

Branch Manager (OG-1) MCB Bank. (July 2021 till January 2022)

- Managing and Leading the Branch effectively to achieve Liabilities and Sales Targets.
- Identifying and Developing New Business Relationships for Deposit Mobilization, Bancassurance, Trade, House and Auto Finance, Credit Cards etc.
- Implementation and Maintenance of Service Quality Standards in Branch.
- Leading Branch Team and Ensuring that each member of the Team Delivers an Exceptional Client Experience.
- Monitoring Branch Business Performance and developing Action Plans
- Training Staff about Products/Services of the Bank.
- Monitoring Branch Operations.
- Ensuring customer complaints are handled and resolved accurately and quickly.

Branch Manager (Level 4) BankIslami Pakistan Ltd. (July 2019 till July 2021)

- Achieving Assigned Targets and Developing New Business Relationships,
- Leading Branch Team and Ensuring that each member of the Team Delivers an Exceptional Client Experience.
- Monitoring Branch Business Performance and developing Action Plans
- Monitoring Branch Operations.

Operations Manager (Officer Scale I) Summit Bank Ltd (Dec 2018 till to July 2019)

- Supervision of overall operations of Branch.
- Implementation and Maintenance of Service Quality Standards.
- Review of Accounts opened regularly to ensure Prudential Regulations, AML and KYC Principals are adhered too.
- Resolving Branch Administrative issues.
- Maintenance of cash over counters and vault within assigned limits.
- Monitoring and processing of all activities pertaining to ATM.
- Ensure timely reporting of different periodical Reports.

Customer Service Officer (Officer Scale I) Summit Bank Ltd Hyderabad (July 2014 till Dec 2018)

- Processing and Monitoring Account Opening, ATM Cards, SMS Alerts, Internet Banking and Other Customer Requests.
- Processing Local & Online Fund Transfer and Home Remittances.
- Issuing and Cancelling CDR, Pay Order.
- Monitoring Branch Operations activities to Provide Quality Services.
- Conducting Monthly Meeting and Training New Staff.
- Taking initiatives to Stop Non-Compliance activities in Branch.

Service Quality Coordinator, Meezan Bank Ltd. Hyderabad Region (July 2012 till July 2014)

- Doing frequent Visits of Branches and checking Service Quality ISMs.
- Observing Branch Internal and External Environment.
- Checking Regulatory Compliances, Account Opening Forms, ATM Balancing, ATM Cards, SMS Alerts, Internet Banking, Cheque Book Requests & Captured Cards are processed within TAT.
- Making Service Quality Reports and Forwarding reports to Head Office.
- Doing Mystery Calls to Branches and Making Mystery Calls Reports.
Conducting Monthly Branch Meetings

EDUCATION

MBA (2008)	3.07 GPA	Greenwich University Karachi, Pakistan
BBA (2004)	2.8 GPA	Shah Abdul Latif University Khairpur, Pakistan
Intermediate (2001)	1st Division	Govt: Higher secondary School , Pakistan
Matriculation (1999)	1st Division	Govt: Higher secondary School, Pakistan

OTHER CERTIFICATES/ TRAININGS / REWARDS

- “Fundamentals of Islamic Banking Operations” from NIBAF -State Bank of Pakistan.
- “Introduction to Islamic Banking” From BankIslami Pakistan Ltd.
- Performance Reward (Appreciation Letter with Cash Reward) By Summit Bank Ltd.
- “Interpersonal Skills Certificate” From Unilever Pakistan by participating Training Workshop on Interpersonal Skills.
- Financial Modeling using Excel as a tool.