

# SYED RAMEEZ HUSNAIN JAFFRI

Business Professional

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## Career Objective:

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Dedicated business professional seeking a full-time position with advancement opportunity to further enhance my knowledge in Business management.

To sum it up, I'm personable, strong, strategic thinker with excellent writing, communication and presentation skills. I put a lot of effort and energy into my work and take it very seriously and managing in professional and friendly environment. I believe in honesty character. I am passionate about the product and mostly about the consumer.

## Career History:

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### Bank Al Habib limited (IT Operation)

*As an IT Officer (Feb 2016 to Present)*

Responsibility to troubleshoot AL Habib core banking application and system support related bug and rectify and analysis at our end then escalated to concern developer, **IT OPERATION** issue like OBS, EOD and SOD, Trade Finance, Bio Metric, Cash balancing, Reports, ECIB, Month end, yearend and half yearly and financial entry Authorization errors of 35 branches are as under DHA zone and care taking also back office such as Audit Dept, system and procedure, call center, CCTV and customer services dept, stationery, CPU (card producing and printing) and other exceptional work to perform branches SOD and EOD. **SYSTEM SUPPORT** issue troubleshoots like ATM card producing machine, Terminal server, computer software, hardware, windows updating, group policies edit. System services. Active directory, CAMS, software and hardware, user rights, system bug, system health, user's configuration on window server, configuration application, system upgradation, network link, application installation, network link and user's system related

### UBL (United Bank Limited)

*Branch Support Analyst (March 2014 to Feb 2016)*

Core banking application use in UBL name as **SYMBOL**, Work as a **SYMBOL** trainer, Responsibility coordinating with branches all over Pakistan and provide training on call and emails, discuss various issue of **SYMBOL** related to application related bugs, cash balancing, screens guidance account opening, closing, bill payments, general ledgers, standing orders, Teller limit setup, safe deposit box, supervision, and escalation etc.

*Phone Banking Officer in Retail Banking (Jan 1st 2013 to March 2014)*

Responsibility coordinating with customers on phone producing of variety of products like credit card, UBL Drive, UBL Address, Cash line, Personal Loan and Premium Debit Master Card etc. and other related work like Activation and De-Activation, logging complain and issue drafting through email and keep in follow up solve the query of customer financial and non-financial errors.

## Education:

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B. Com from University of Karachi

Intermediate (*commerce from Karachi Board*)

Matriculation (*science from Karachi Board*)

## Skill Development Enhancements:

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- MS – office (office 365) and Advance excel.
- **Programming Language**: - HTML CSS, JavaScript, Node JS and React (Evolving)
- Adobe Photoshop CC, Adobe illustrator CC, Corel Draw, KELk and IN-page.
- Software and hardware installation, Computer system, application related bugs and network Troubleshooting.
- English language.
- Handy internet browsing skills.

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Reference: Reference will be furnished upon request