



# ARSHIA ANJUM

---

● 03218863630, ● ars\_22pk@hotmail.com

## Professional Summary

Banking officer with over seven years of experience in commercial banking. Proven success in meeting branch targets with efficient office working and maintaining good customer relations. With high qualification in commerce along with masters in IT.

## Skills

- Time management
- Team work
- Documents filing
- Problem solving
- Numeracy skill
- Customer service

## Work Experience

### Forex Officer – OG II

**MCB BANK LTD (07/2007 to 10/2014)**

- Successfully completed different job assigned by management.
- Awarded as Imports Target Achiever of the year (2013)
- Oversaw and managed all general banking operations including forex transactions for maximum efficiency and customer satisfaction.
- Created monthly work schedules and helped train new tellers.
- Officiate as credit officer and gather loan applicant personal and financial information to start the loan process.
- Complete all loan applications before passing them on to management for a final decision.

## Education

### M. Phil in Commerce (2017)

CGPA=3.51

Hailey College of Commerce, University of the Punjab

Thesis: Credit Risk Management and Performance of Banking Sector of Pakistan.

### Master of Information Technology (2016)

CGPA=2.92

Virtual University of Pakistan

Project: Ultimate SMS Blocker

## Certifications

- Microsoft Office 2013 Certified (Word & PowerPoint) (2016)
- JAIBP Certification at IBP-State Bank of Pakistan (2014)
- Online course AuthorAID Research Writing MOOC #2 (May 2016)

**M. Com (2006)**

(Specialization in Finance) CGPA=3.64

Hailey College of Commerce, University of the Punjab

Projects:

Prime Dairies Ltd. (Research Methods in Business)

Jinnah Hospital (Human Resource Management)

The General Tyre (Analysis of Financial Statement)

**B. Com (2004)**

Marks: (1043/1500)

Hailey College of Commerce, University of the Punjab

**Intermediate (F. Sc.) (2002)**

Marks: (757/1100)

Govt. College for Women, Gulberg Lahore

**Matriculation (1999)**

Marks: (682/850)

Govt. Girls High School, Umar Block Allama Iqbal Town Lahore

**Software Skills**

- STATA and SPSS for data analysis
- Online self-study for ERP implementation

**Languages**

- Proficient in English, Urdu & Punjabi
- Chinese Language Certification (TEVTA)
- Attained overall 6.5 Band in IELTS (Academic)

**Hobbies & Interests**

Cooking, gardening and always interested in learning latest technologies. Currently doing online self-study for ERP implementation. Participated in a culinary arts class an interest of mine, I 'had started to explore.