

Career Objectives:

Seeking a challenging opportunity to demonstrate my organizational skills and Educational achievement and aim for simultaneous achievement of corporate and personal goals in a rewarding organization

Dynamic, analytical, and detail-oriented professional with experience in accounting, financial management, and banking operations. Skilful in creating and implementing accounting, reporting, and information system initiatives to achieve significant process improvements. Known for the keen ability to summarise the analysis and facilitate the corporate decision-making process.

Enabling Skills

- Financial Management & Accounting
- Budget Administration / Cash Flow
- Financial Analysis
- Banking operations
- Communication
- Management & Support
- Risk Assessment & Mitigation
- Financial Reporting & Presentation
- Capacity Building & Team Development
- Presentation Skills

Career Experience

Al Baraka Bank, Lahore, Pakistan (July 2017 to June 2018)

CUSTOMER SERVICE OFFICER

Key Responsibilities:

- ♦ Responded to customer inquiries, complaints and comments on a daily basis, and determined corrective action for high-call volume department
- ♦ Reviewed and verified transactions to ensure proper processing according to established quality standards
- ♦ Processed transactions, including money transfer, deposits and withdrawals and, data entry to update client files
- ♦ Ensured departmental compliance with bank and regulatory agency records management and retention policies and procedures
- ♦ Ordered supplies and materials, ensured sufficient on hand inventories and secured sensitive and propriety items
- ♦ Served as first point of contact and technical resource for all customer inquiries and issues
- ♦ Managed customer profiles, opened new bank deposit accounts, and processed deposits and loan products submitted via telephone, mail, and emails
- ♦ Described promotional offers and used persuasive sales techniques to up sell services and convinces clients to apply for additional banking services

Bank Al-Falah, Lahore, Pakistan

Proficiently completed eight weeks internship program with Bank AlFalah

Key Responsibilities:

- ♦ Proficiently handled the marketing activities of the branch
- ♦ Engaged in opening the bank account for the new customers
- ♦ Efficiently and effectively engaged in the public dealing for the day to day banking operations
- ♦ Maintained current knowledge about latest banking products and services
- ♦ Adhered to all federal and state compliance guidelines relative to banking
- ♦ Assisted senior-level credit officers with the loan applications
- ♦ Educated customers on the variety of available facilities with the bank

Other Skills & Achievements:

- ♦ Nominated Class Representative (GR) at University
- ♦ Excellent Team player
- ♦ Expertise in event management

Education & Credentials

Bachelors of Commerce (B. Com - Hons) – 2015

Superior University, Lahore, Pakistan

Inter of Commerce - 2011

Al Syed College of Commerce, Lahore, Pakistan

Matriculation - 2008

BISE, Lahore, Pakistan

Technical Skills: *Microsoft Office Suite, Internet, outlook, hardware & software troubleshooting*

Reference: *Reference is available on demand*