



# Azhar Abbas

Customer Services Manager

## Contact

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## Skills

Money handling



Product restocking



Analytical and Critical Thinking



Organization and Time

Successful Counter representative with more than 6 years of proven experience in customer service and support. Recognized strengths include problem-solving, verbal and written communication skills. Detail-oriented associate with solid administrative experience and excellent money-handling skills.

## Work History

2022-10 -  
2023-12

### Counter Services Manager

*Bank Alfalah Limited Palistan, CHINIOT, PUNJAB*

- Performed Supervisory functions customer services, handling cash, close checks and balance register.
- Oversaw daily branch preparations to consistently open on-time and maintain readiness to serve customers' needs.
- Coached staff to improve efficiency and revenue with more effective procedures and approaches.

2018-06 -  
2022-10

### Branch Services Supervisor

*UNITED BANK LIMITED PAKISTAN, CHINIOT,PUNJAB, PAKISTAN*

- Managed branch vault and cash supply to keep appropriate level of currency on hand.
- Organized schedules to adequately cover routine business demands as well as special periods of high demand .
- Oversaw daily branch preparations to consistently open on-time and maintain readiness to serve customers' needs.
- Delivered quality service with remarkable efficiency by skillfully overseeing daily branch operations.

2017-03 -  
2018-06

### Universal Bank Teller

*THE BANK OF PUNJAB, CHINIOT,PUNJAB, FAISALABAD*

- Completed highly accurate, high-volume money counts via both manual and machine-driven approaches.
- Processed customer transactions promptly, minimizing wait times.
- Maintained accurate records of customer transactions in line with bank procedures.

Management

Excellent

Teamwork and Collaboration

Excellent

Multitasking Abilities

Excellent

Problem-Solving

Very Good

Microsoft office

Excellent

Customer Services

Excellent

## Languages

Urdu

Excellent

English

Excellent

## Education

2014-09 - 2016-08	<b>Master of Commerce: Finance</b> <i>University of Agriculture Faisalabad - Faisalabad, Pakistan</i>
2012-09 - 2014-08	<b>Bachelor of Commerce: Accounting And Business Management</b> <i>UNIVERSITY OF THE PUNJAB - LAHORE , PAKISTAN</i>
2010-09 - 2012-08	<b>Intermediate in Commerce: COMMERCE</b> <i>Board of Intermediate &amp; Secondary Education FSD - Faisalabad , Pakistan</i>
2008-09 - 2010-08	<b>Matriculation: General Group</b> <i>Board of Intermediate And Secondary Education,FSD - Faisalabad, Pakistan</i>

## Certifications

BRANCH MANAGEMENT DEVELOPMENT PROGRAME