



MUHAMMAD TAQI RAZA

S/o: SAFDAR HUSSAIN DOGAR

Address: Flat no. 1202, 401 The Pavilion building, al ittihad street, al nahda-Sharjah, U.A.E..

Mobile No :(+971) 55 302 5094

Passport no. GL9899433

Nationality: Pakistani

E-mail: taqi.raza1@gmail.com

Objective:

To seek a challenging and career oriented opportunity in an esteemed organization, where my skills, abilities and knowledge can be utilized for the ultimate benefit/success of the organization.

Education:

Masters in Business Administration (MBA - HRM).

Preston University, Islamabad, Pakistan

In progress

(5th Semester)

Bachelors in Commerce (B.COM)

Punjab University, Lahore, Pakistan

Division: 2nd

(Year 2010-2011)

Intermediate (HSSC)(I.COM)

Punjab College of Information Technology, Satellite Town, Rawalpindi, Pakistan

Rawalpindi Board, Pakistan

Division: 1st

(Year 2008 - 2009)

Matriculation (SSC) in Sciences

Fazaia Inter College, Rawalpindi, Pakistan

Federal Board, Pakistan

Division: 2nd

(Year 2006 - 2007)

PROFFESIONAL EXPERIENCE:

MEEZAN BANK BAHRIA TOWN PHASE 7 RAWALPINDI

(2022- 2023)

Branch services officer (OPERATIONS)

- ⌚ Taking ownership of and resolve customer enquiries and communications including those requiring referral to other services, agencies, stakeholders and organisations by providing assistance, advice and information.
- ⌚ Identifying customer needs and expectations, to deliver service requests, ensuring the customer receives an effective service by being efficient, knowledgeable and consistent in delivery, with the objective of achieving first contact resolution.
- ⌚ Responding to telephone, electronic or face-to-face service requests, enquiries and customer communications, utilising Information and Communications Technology (ICT) to improve service delivery and efficiency.
- ⌚ Operating the Client's cash handling and payment facilities including the acceptance, allocation and reconciliation of payments made.
- ⌚ Supporting the Customer First Contact Centre in achieving a cycle of continuous improvement through the mentorship and coaching of new and existing Customer Service Advisors when required.
- ⌚ Scrutiny & Supervision of Account Opening Forms and their Archival, CNIC verification using NADRA's VeriSys, Specimen Signature Card scanning and provision of guidance to related branches as per SBP guidelines and Banks own standards.

Branch services officer (CASH)
MEEZAN BANK GULRAIZ RAWALPINDI

(Feb 2020- 2022)

- ⌚ Assisting customers with processing transactions, such as deposits, withdrawals, or payments, resolving complaints or account discrepancies, and answering questions.
- ⌚ Tracking, recording, reporting, and storing information related to transactions, bank supplies, and customers, ensuring all information is accurate and complete.
- ⌚ Following all bank financial and security regulations and procedures.

Branch services officer
UBL bahria town Rawalpindi.

(Aug2018- Feb 2020)

- ⌚ Handling currency, transactions, and confidential information in a responsible manner.
- ⌚ Making pay orders/ banker's cheque.
- ⌚ Dealing foreign remittance and FC.
- ⌚ Using software to track bank information and generate reports.

Sales Manager

Al Khair Aviation Travel and Tours Services Rawalpindi.

(Year 2015-2018)

- ⌚ Office Management
- ⌚ Customer care
- ⌚ Financial management
- ⌚ Marketing and Strategy

Personal / Technical Skills

- ⌚ First-rate presentation skills
- ⌚ Hardworking curious and passionate about learning new things
- ⌚ Excellent team work & interpersonal capability

Personal Details:

Date of Birth: 3rd November, 1990
Place of Birth: Rawalpindi, Pakistan
CNIC No: 37405-9572943-7

Skills & Hobbies:

Customer services & support, Microsoft Office Tools, Banking operational system, Internet Browsing.

Languages:

English(fluent), Urdu(fluent), Hindi(average)

References:

Available on request.