



MARIA ZAHOOR

Objective

Highly organised and meticulous personality experienced at various corporate offices on different authoritative and responsible roles. Well-versed in Customer Service Officer. Customer Services, Cash Handling, Banking Knowledge, English Typing as well as computer proficient, preparing and maintaining files and client relationship building. A good communicator and planner with strong judgement and critical thinking abilities is seeking a challenging opportunity with the team of experts to practice and enhance my professional knowledge and skills enthusiastically serve with my best zeal up to the satisfaction of my seniors.

CONTACT

Phone:
0 56 430 3175

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EDUCATION

2009
MBA (Banking & Finance)
Allama Iqbal Open
University, Islamabad –
Pakistan.

2005
B.Com
Scholars College,
Rawalpindi Cantt –
Pakistan.

EXPERTISE

- MS Word / Excel / PowerPoint
- MS Outlook & Teams
- CRM / Web Based software
- Account Management
- Customer Services
- Organization and Time Management
- Business Development

LANGUAGE

English (Fluent)
Urdu (Fluent)
Punjabi (Native)

EXPERIENCE

Bank Alfalah Customer Service Officer Feb 2018 – Jul 2023

- Processing customer's deposits, withdrawals, remittances, and miscellaneous payments according to the State Bank of Pakistan's regulations.
- Collecting Utility Bills, Schools/colleges/Universities fees and Government Taxes.
- ATM Replenishment as per State Bank of Pakistan's policy.
- Supporting the bank sales team by identifying customer needs and then promoting current offers to them.
- Referring customers with financial problems to other colleagues for assistance.
- Performing clerical and administrative duties.
- Controlling and monitoring the levels of cash in the teller drawer and following all cash handling procedures.
- Dealing tactfully and efficiently with demanding customer.
- Adhering all bank security, audit, and compliance requirements.
- Cross selling bank services.
- Reporting and suspicious customer activity to bank managers.
- Addressing customers by name with a smile and direct eye contact.
- Accurately receiving, counting, and distributing cash.
- Assisting with bank branch audits.
- Writing reports and correspondence on matters related to customer accounts.
- Efficiently cash balancing at the day end and maintaining Cash Book and Cash register.

Askari Bank Limited Feb 2006 – Nov 2014

- Working as a Locker In charge, deal with issuance, surrender & deceased cases of lockers.
- Worked as OBC officer (Outward & Inward Bills for Collection).
- Worked as Issuance of Cheque book officer and dealing Pension cases.
- Worked in ATM & Internet Issuance department.
- Worked in Credits Department i.e., Term finance, Personal Finance.
- Worked in Clearing Department i.e., inward & outward clearing through (NIFT) CMA, pension cheque.
- Worked in Accounts Department i.e., (M.O, G.L, handle different activities).
- Worked As a Customer Support Officer.
- Dealing with different types of Credit Card payment i.e., Transfer, clearing, online transactions.
- I joined in RGM office deal to different reports which was half yearly, quarterly received from branches. I issued Internship letters to different branches, and much more assignments which related to regional office department.

Reference

Available on request