

MUHAMMAD ZAIN SHAHID

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PROFESSIONAL SUMMARY

With 4+ years of professional experience, I've built up an impressive skill set showcasing my commitment to excellence. I've developed my leadership skills as an experienced manager leading to success. As a relationship manager, I've strengthened communication, financial advising and strategic decision-making. Leading a team at NADRA enhanced my administration skills and conflict resolution expertise, giving me confidence that I could make a valuable contribution. Passionate about leveraging managerial, leadership, communication, and administration skills for positive outcomes. Ready for new challenges, I am eager to bring my expertise to a dynamic, forward-thinking workplace.

PROFESSIONAL EXPERIENCE

NADRA Deputy Assistant Director

February 2022 - February 2024

Experienced NADRA Center Manager with a proven track record of overseeing daily operations, training and supervising staff, and effectively resolving customer complaints. Adept at coordinating with various departments, developing and implementing policies resulting in time compliance to SOPs.

Accomplishments:

- Implemented an Employee of the Month program, boosting productivity and accuracy by 15% through recognition and appreciation initiatives.
- Successfully managed public rush by introducing an appointment system, improving customer service and reducing wait times which resulted in 20% less complaints.
- Enhanced process efficiency by introducing a checklist system, resulting in a 10% increase in the overall efficiency of the center.

Habib Bank Limited Relationship Manager

January 2021 - February 2022

Results-driven Relationship Manager at Habib Bank Limited with a proven track record of building and nurturing strong customer relationships. Expert in identifying and capitalizing on new business opportunities, providing tailored financial advice, and adeptly resolving customer issues. Demonstrates proficiency in sales, excelling in Car loans, Salary loans, Credit card selling, and securing handsome investments.

Accomplishments:

- Achieved a remarkable 30% growth in credit card sales through a strategic emphasis on need-based selling, demonstrating a keen understanding of customer requirements.
- Spearheaded a 30% improvement in Salary Loan sales and concurrently achieved a 10% increase in top-ups for ongoing loans, showcasing a comprehensive approach to client financial solutions.
- Exceeded Car Loan targets by an impressive 150%, securing the successful sale of 23 car loans in a single month as a Relationship Manager at Habib Bank Limited.
- Booked a substantial investment of 14 Million, highlighting adept financial advisory skills and the ability to secure significant financial commitments for clients.

Results-oriented Relationship Manager at United Bank Limited (UBL) with a demonstrated history of cultivating robust customer relationships. Recognized expertise in identifying and leveraging new business opportunities, delivering customized financial advice, and skillfully resolving customer concerns. Proficient in sales, particularly excelling in Car loans, Salary loans, Credit card selling. Proven ability to drive financial success and uphold the highest standards of customer satisfaction at UBL.

Accomplishments:

- Exceeded branch deposit target by 115%, earning the title of Pan Pakistan 2nd Runner up.
- Achieved Employee of the Month (Dec-2019) by surpassing New to Bank accounts target of 30, totaling 3 Million.
- Campaign winner for opening 15 New to Bank accounts in 2 days with 100k initial balance each.

Outfitters
Head Cashier

July 2019 - October 2019

Dedicated Head Cashier at Outfitters with Job duties of overseeing and managing efficient cash handling operations. Adept at maintaining accurate financial records, supervising cashier teams, and ensuring a seamless checkout experience for customers. Demonstrates strong attention to detail, exceptional organizational skills, and a commitment to upholding financial integrity within the retail environment.

Accomplishments:

- Implemented a time-saving initiative by introducing a mobile-based Excel sheet for price tagging (discounts) on inventory, resulting in a 30% reduction in time spent on this task.
- Collaborated with the Branch Manager to develop and implement a performance-based criteria for employee appreciation, contributing to the establishment of a structured and merit-driven recognition system within the Outfitters team.

STRENGTHS AND EXPERTISE

Administration Skills
Business Development
Strategic Decision Making

Conflict Resolution & Negotiation
Organizational Skills
Client Relationship Management

Proven Leadership
Communication Skills
Management and Training

EDUCATION

MBA (Marketing)

February 2020 - June 2021

National University of Modern Languages, Multan, Pakistan

BBA (Marketing)

August 2015 - September 2019

Bahauddin Zakariya University, Multan, Pakistan

FSc.

March 2013 - July 2015

Kips College, Multan, Pakistan

Matric

July 2011 - March 2013

Au Shams Secondary School, Mailsi, Pakistan

References are available on request.