

PROFESSIONAL SUMMARY

Results-driven banking professional with strong analytical skills and a deep understanding of financial services, risk management, and customer relations. Adept at team collaboration and consistently delivering high-impact results. Reliable and adaptable to changing needs, with expertise in financial analysis, loan processing, and regulatory compliance. Recognized for excellent communication, leadership, and problem-solving abilities.

WORK EXPERIENCE

Supervisor - Banking Services

Muslim Commercial Bank, Multan

October 2024 – Present

- Improved customer satisfaction through prompt and efficient query resolution.
- Utilized problem-solving skills to optimize workflows and boost productivity.
- Managed daily banking operations, ensuring seamless execution and timely task completion.
- Fostered a high-performance culture through leadership and value-driven initiatives.
- Strengthened interdepartmental communication to support business objectives.
- Conducted performance evaluations to identify and address skill gaps.
- Enhanced employee retention by promoting a positive and engaging work environment.

Branch Operations Officer

November 2019 – September 2024

- Ensured accuracy and security in cash handling to prevent discrepancies.
- Optimized transaction processes for increased efficiency and customer satisfaction.
- Maintained strict adherence to banking regulations and security protocols.
- Managed high-volume cash transactions while ensuring asset protection.
- Promoted teamwork and collaboration to drive operational success.
- Achieved branch sales targets by cross-selling financial products and services.
- Reduced processing time by leveraging technology and process automation.
- Managed inventory control for ATM servicing, ensuring operational continuity.
- Resolved complex client inquiries promptly, improving customer experience.

EDUCATION

M.Sc. in Economics (Gold Medalist)

National university of modern languages

B.A. in Economics

Bahahudin zakariya university Multan

SKILLS

- Leadership
 - Professional
 - Strategic Planning
 - Customer service
 - Management (CRM)
- Goal oriented
 - Attention to detail
 - Analytical thinking
 - Relationship building
- Computer proficiency
 - Complaint handling
 - Product knowledge
 - Customer relationship

LANGUAGES

- English: Upper Intermediate (B2)
- Urdu: Advanced (C1)
- Punjabi: Advanced (C1)

Personal Information

- Date of Birth: January 20, 1992
- Nationality: Pakistani

