FAIZAN NASEEM

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| UAE,Dubai |  +971588926584 | fznnsm@gmail.com |

# INFORMATION

D.O.B: 05 Jan 1978

Pakistan ID : 35202-3230784-1

Passport No: R4727066 Visa Type: Visit Visa Expiry: 30-08-2024

Marital Status: Married

**EXECUTIVE SUMMARY**

Enthusiastic Customer Service , Sales and Marketing role professional with expertise in admin and team lead . Driven to provide superior quality work. Innovative in leveraging extensive knowledge of products and services as well as creation of and offer to drive loyalty, retention and revenue. Highly adept at training, managing, coaching and mentoring associates with talent for interacting with staff at all levels of organization and public.

**EDUCATION EXPERIENCE**

**Bachelor of Commerce** University of Punjab, 1998 **Intermediate**

BISE Lahore,1996

**MATRIC**

BISE Lahore,1994

## AWARDS & CERTIFCATION

* Certificate of Appreciation from JS Bank (Services during COVID-19)
* Achieved Branch Audit rating (JS Bank) Good Once
* Achieved Branch Audit rating (Summit Bank) B+
* Achieved Branch Compliance rating (JS Bank) Satisfactory
* Rewarded Appreciation Certificates and Cash Award (Bonuses)
* Awarded cash prize on Deposit Mobilization
* Conversion of Banking Software from Auto Banker II to Temenos
(T-24)
* Conversion of Banking Software from Auto Banker II to Hplus
* Worked on Auto Banker ,Hplus ,Symbols & T24 banking softwares
* Provided administrative services for newly opening branch of UBL & JS Bank.
* Manage Client Retention and New Business Introduced

## Relationship Manager Matrix Real Estate

**(8 July – Till date) United Arab Emirates**

* Customer Services , Sales and Marketing

## Manager Operations Bank Makramah Ltd.

**(27 Mar 2023 - 02 Sep 2023) Lahore, Pakistan**

* Managing transactions with customers using cash registers
* Scanning goods and ensuring pricing is accurate
* Collecting payments whether in cash or credit
* Cash Final balancing and Vault Closing
* Customer Services & counter Sales
* Product sales and marketing

## Manager Operations JS Bank Ltd.

**(22 Nov 2016 - 23 Mar 2023) Lahore, Pakistan**

* Customer Service and Tele Sales
* Product sales and Marketing
* Administration services
* Audit and Compliance
* Accounts, Budgeting and Taxation
* Remittance, Clearing
* Cash Department Handling with Atm Balancing

# SKILLS & Tool

* + T-24 Banking, JSMS
	+ JS Connect JS Services Portal
	+ OTC 1 LINK (FBR)
	+ Rosetta scanner, Biometric
	+ CBS (Symbol Banking),TBD
	+ Microsoft Office, CRM
	+ Team Building
	+ Innovation in Customer Engagement
	+ Problem-solving skills
	+ Time management
	+ Analytical skill
	+ Technical knowledge
	+ Quality assurance
	+ Financial Management
	+ Stock management
	+ Business development
	+ Customer relations
	+ Empathy/Greeting
	+ Positive & friendly attitude
	+ Worked on Internet explorer, Google Chrome and Firefox
	+ Can handle Windows Xp, Linux,

 Window 10

## Customer Service Operation Manager United Bank Ltd.

**(04 Mar 2016 - 18 Nov 2016) Lahore, Pakistan**

* Audit and Compliance
* Administrative Services
* Customer Service and Sales
* Cash Department Complete with ATM Balancing
* Supervision of Key Performing Indicators

## Customer Services Officer Summit Bank Ltd.

**(26 Mar 2007 - 29 Feb 2016) Lahore, Pakistan**

* Cash Department Incharge / Officiating Operation Manager
* Trade/Credits (front desk officer)
* Account opening Officer
* Clearing / Remittance Officer (home remittance , PO/DD & CDR)
* Managing Budget Handling / Accounts & Tax department / Admin Affairs
* Customer Services and Service Quality
* Assistant to Business Development Head

## Officer Prime Commercial Bank Ltd.

**(19 Nov 1999 - 16 Mar 2007) Lahore, Pakistan**

* Officer Cash Department
* Clearing / Remittance Officer
* Incharge Accounts & System Department
* Customer Service Officer Account Opening