



Haseeb Ahmad

PROFESSIONAL PROFILE



UAE, Dubai



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INFORMATION

D.O.B : 18 Apr1992
PK ID : 35202-35137023
Passport No: BG1177023
Visa Type: Vist
Visa Expiry: 25 Dec 2023

EXECUTIVE SUMMARY

Enthusiastic Sales and Customer Service professional with expertise in communication and negotiating. Driven to provide superior quality customer service. Innovative in leveraging extensive knowledge of products and services as well as creating solutions for customers to drive loyalty, retention and revenue. Highly adept at training, managing, coaching and mentoring sales and customer service associates with talent for interacting with staff at all levels of organization and public.

EDUCATION

Bachelor of Computer Science

University of Sargodha, 2016

Intermediate

BISE Lahore, 2012

MATRIC

BISE Lahore, 2009

EXPERIENCE

Counter Service Manager | JS Bank

Lahore, Pakistan, May 2022-October 2023

- Implemented new policies to reach regulatory compliance.
- Balanced cashier drawers at end of shifts and logged any discrepancies.
- Maintained high levels of customer retention by resolving complex customer complaints.
- Tracked cashier training requirements and reported to corporate office upon completion.
- Provided staffing support to undermanned departments when customer traffic was light.
- Led and inspired team of 5 members to uphold brand standards and demonstrate professionalism.
- Assisted customers with varying questions using product knowledge and service expertise.
- Managed high-volume customer queries simultaneously through effective multitasking.
- Handled cash and card payments with precision, maintaining customer confidentiality and discretion throughout.
- Trained and mentored new cashiers and clerks in correct processes.
- Daily supervision and checking of all cash counter transactions to ensure conformity with Banks
- Operational Policies and Procedures and supervision of Branch Operations as per SOPs.
- To maintain, team work with Cash Staff and Retail Staff for excellent Service.
- Audit requirements for internal external and SBP Audit and also compliance to SBP rules and regulations.
- Effectively manager branch's cash/currency position/requirements.
- Manage Commercial Remittances for Customer Service.
- Custodianship of Cash & Gold Vault, ATM Locker/ Capture Card/ Cheque books.
- Digital onboarding to the customer about Financial Transactions.
- Developing the client relationships, business and understanding their complex banking & investment needs.
- Responsible for building business credibility, integrity & public confidence for Bank in general & for the branch in particular
- Responsible for all cashier operations are being processed correctly
- Clear Communication from upper management to cashiers
- Responsible for demos being complete and maintained professionally.
- Provides professional assistance to faculty, and staff as it relates to cash collections and accounts receivable

AWARDS &

DISTINCTIONS

- (1) Certificate of Appreciation
(Cranium Expo at UOS)
- (2) Certificate of Appreciation
from **JS Bank** (Services
During COVID-19)

SKILLS & Tool

- Banking Operations
- T-24 Banking, JSMS
- JS Connect JS Services Portal
- OTC 1 LINK (FBR)
- MT4 and MT5
- Binance & TaniForex
- Rosetta scanner, Biometric
- CBS (Symbol Banking), TBD
- Microsoft Office, CRM
- POS systems, Data entry
- Team Building
- Innovation in Customer Engagement
- Problem-solving skills
- Time management
- Analytical skill
- Technical knowledge
- ERP (Enterprise Resource Planning) software
- Quality assurance
- Financial Management
- Stock management
- Business development
- Customer relations
- Empathy

BANKING PROFICIENCIES

- LCY/FCY Cash Dealing
Inward/Outward Clearing,
Collection
- Remittance ,RTGS,
- ATM Feeding &Balancing
- Utility Bill Collection
- Safe deposit Locker
operation
- (PO & DD, issuance &
encashment)
- Deceased Case Dealing
- Account Certificate,
- CTR &STR,AML-CFT
reporting

Teller Service Officer | MCB Bank **Lahore, Pakistan October 2020-May 2022**

- Maintained inventory of cash at all times to have ready access to funds when needed.
- Received cash and cheques and verified genuineness to minimize losses.
- Verified all notes received were shrouded and sorted into issuable and non-issuable notes.
- Drew up reports on cash balances and other financial activities for management review.
- Provided excellent customer service to clients to enhance customer satisfaction and loyalty.
- Reconciled cash by day end to maintain accurate balances sheet.
- Managed high-volume customer queries simultaneously through effective multitasking.
- Identified customers by scrutinizing documents against banking system to avoid errors.
- Prepared cash forecasts to help determine cash needed for upcoming expenses.
- Reviewed accounts payable invoices and cheques to confirm correct payments.
- Sold negotiable instruments and cashier's checks and logged purchases in line with bank procedures.

Universal Teller | JS Bank **Lahore, Pakistan, July 2017-October 2020**

- Serves customers by completing account transactions.
- Provides account services to customers by receiving deposits and loan payments, cashing checks, issuing savings withdrawals, and recording night and mail deposits.
- Sells cashier's checks, traveler's checks, and series e bonds.
- Answers questions in person or on telephone and refers customers to other bank services as necessary.
- Records transactions by logging cashier's checks, traveler's checks, and other special services; preparing currency transaction reports.
- Cross-sells bank products by answering inquiries, informing customers of new services and product promotions, ascertaining customers' needs, and directing customers to a branch representative.
- Reconciles cash drawer by proving cash transactions, counting and packaging currency and coins.
- Perform loan transactions, utility bills, govt tax and other transactions.
- Maintains supply of cash and currency and turns in excess cash and mutilated currency to head teller.
- Complies with bank operations and security procedures by participating in all dual-control functions, maintaining customer traffic surveys, auditing other tellers' currency, and assisting in certification of proof.
- Maintains customer confidence and protects bank operations by keeping information confidential. Contributes to team effort by accomplishing related results as needed.

Sale Man Incharge | AZHAR IQBAL & COMPANY **Lahore, Pakistan, December 2015-May 2017**

- Handled concerns and complaints with care, delivering positive outcomes for continued customer loyalty.
- Received stock deliveries, accurately completing paperwork and updating system records.
- Maximised sales revenue through effective upselling and cross-selling of associated products.
- Performed daily store opening and closing, readying sales floor for customers and delivering stringent security measures.
- Applied various sales techniques to steadily expand customer bases.
- Used outstanding product knowledge, sales and customer relations skills to drive substantial profit increases.
- Marketed promotions, events and new product launches effectively, growing customer bases and revenue opportunities.
- Collected customer and market feedback and reported information to company leadership.
- Planned and developed strategies to increase sales territory positioning, exceeding company targets.
- Maintained regular contact and strong relationships with existing customers by providing comprehensive support.
- Monitored sales team performance, providing effective training to help reach revenue and profit targets.
- Managed customer product and service queries, resolving effectively and efficiently.
- Accepted card, cash and cheque payments in POS register system.