

ABRAR HUSSAIN

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PROFESSIONAL SUMMARY:

Highly experienced professional with expertise in customer services, relationship building, strategic planning, office administration, account Management, and technical operations. Skilled in building and maintaining strong client relationships, leading to increase customer satisfaction loyalty and ensuring accuracy and compliance with regulatory standards.

RELEVANT WORK EXPERIENCE:

Banking Services Manager (Operations Manager)

May 2022 to October 2023

Allied Bank Limited – Main Branch Kashmore Pakistan

- Providing excellent customer services and ensures customer inquiries, requests and issues are addressed promptly and satisfactory.
- Overseeing and managing transaction processing, including cash handling, check clearing, fund transfers, and other day-to-day banking operations.
- Ensuring strict adherence to banking regulations and policies to maintain the bank's compliance with legal and regulatory requirements, Moreover, conduct internal audits to ensure compliance.
- Supervising and guiding staff members, including tellers and other operational personnel.
- Managing operational costs effectively, including optimizing resource allocation and controlling expenses.
- Preparing and submitting regular reports to higher management on operational performance, compliance, and any significant issues.

General Bank Officer (Cash Counter Supervisor)

August 2019 to May 2022

Allied Bank Limited – Main Branch Kashmore Pakistan

- Accepting customer deposits or posting deposits to customer accounts.
- Responsible for the day- to -day management of an organizations cash flow.
- Maintain timely, accurate & effective communication with all local cash handling control managers in the department.
- Update cash handling roles for all payment receipt locations at the sub-department level in a timely and accurate manner.
- Maintain strong internal controls for payment collections at the payment receipt location level and safeguarding against loss.
- Analyzing, understanding and implementing banking guidelines, regulations and laws to help ensure compliance with the regulations.

Data Entry Assistant

February 2018 to August 2019

Al Noor Trading Company – Kashmore Pakistan

- Prepare, compile and sort of documents for data entry.
- Check source documents of accuracy.
- Verify data and correct data where necessary.
- Combine and rearrange data from source documents where required.
- Enter data from source documents into, e.g. other documents, spreadsheets, the company's management information system, file s and forms.
- Updating the data of company's management information system as required.
- Store completed documents in designated locations and databases.
- Respond to requests for information and access relevant files to retrieve data.
- Comply with relevant data integrity and security policies.
- Adhere to the company's confidentiality code.

- Manage all front desk operations including not limited to making and answering phone calls, responding to emails and handling correspondence.
- Transferring inbound calls to the concerned business consultants.
- Coordinating with managers and business consultants for normal day operations in overall office work.
- Attention to details and meeting deadlines in required as per assigned work by the managers.
- Dedicated and hardworking with presentable personality and able to do multi tasking.
- Maintain confidentiality and handle sensitive information with discretion.
- Assist in preparing and editing documents, reports and record keepings.
- Monitor the office supplies and maintenance.

KEY COMPETENCIES AND SKILLS:

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| Good Communication and interpersonal Skills | Good Analytical and problem solving Skills |
| Data Management & organizational Skills | Quick Learning and adoptability Skills |
| Customer Handling Skills | Strategic Financial Planning thinking Skills |
| Financial Reporting & Budgeting Skills | Team Work and Leadership Skills |

CERTIFICATION AND TRAINING:

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| Short Course(Ms.Office, Word, Excel, PowerPoint) | Account Opening formalities |
| Diploma in Information Technology | Business Continuity Planning Awareness |
| AML, CFT, KYC & CDD | Fair Treatment of Customer (FTC) |

EDUCATION:

MBA (Hons) Finance | Year 2017-2019
University of Sind Jamshoro Pakistan

BBA (Hons) Finance | Year 2012-2015
University of Sind Jamshoro Pakistan

PERSONAL DETAILS:

- Date of Birth: 28/03/1993
- Passport No: KH6900602
- Visa Status: Visit Visa
- Visa Validity : 03/04/2024
- Nationality: Pakistani
- Languages: English, Urdu, Hindi

References:

To be furnished whenever needed