

# RESUME



**IFTIKHAR ALI  
ANJUM**

Deira, Dubai  
United Arab Emirates

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**Date of Birth:**  
11-09-1989

**Nationality:**  
Pakistani

**PassportNo:**  
BP1782282

**Hobbies:**  
Welfare, Cricket.  
Internet usage, Books  
Reading

**Languages:**  
English  
(Medium of Instruction)  
Urdu  
(National Language)

## OBJECTIVES:

*To seek a job in an organization where I can learn and utilize my skills in the interests of the organization and to grow professionally with increasing responsibilities.*

## PROFESSIONAL EXPERIENCE:

**Branch Operations Manager**  
**JS Bank Limited Pakistan**  
Jul 2021 To 31 Oct 2023

### Key Responsibilities

- Establishing best practices for the organization's operational activities to maintain high-quality control and customer service standards.
- Overseeing daily operations, including office management, invoicing, dispatch operations, returns management, etc.
- Implementing policies and procedures in true spirit for optimizing operational efficiencies for avoiding any audit objection & to comply with regulator SOP's.
- Coordinating with HR, Compliance, Audit, Vendor Management, and Service Quality departments for smooth operations.
- Managing schedules and budgets, delegating tasks, setting monthly goals and objectives, liaising with clients, and assessing workforce performance.

**Branch Operations Manager**  
**Habib Bank Limited Pakistan**  
Jan 2018 To Jul 2021

### Key Responsibilities

- Preparing Bank reconciliation.
- Generating monthly management reports, balance sheets & Cash flow statements.
- Petty cash reporting on monthly basis.
- Implementation of SOP's to ensure standardization of operational protocols across departments.
- Fulfill customer needs & follow up for excellent services.

**Cash Officer**  
**Habib Bank Limited Pakistan**  
Dec 2014 To Dec 2017

### Key Responsibilities

- Processed daily client transactions, including cash deposits, withdrawals, money transfers, loan payments etc.
- Accurately maintained records of each transaction and ensured all documentation and paperwork was in place and within compliance.
- Assisting clients with various questions and concerns related to their accounts and bank products.
- Helped customers open and close checking accounts, credit cards, savings accounts, Cheque Books, and ATM cards.

**Customer Services Executive (Internee)**  
**Ufone Telecom Pakistan**  
**May 2012 To Nov 2012**

**Responsibilities**

- Customer assistance.
- SIM Activation/deactivation.
- Record keeping of daily sales invoices.

**Customer Services Officer**  
**Bonita Travel & Tours Pakistan**  
**Jun 2009 To Feb 2010**

**Responsibilities**

- Answered service questions and offered information on related services.
- Maintained a customer account information database (incl. canceling and updating customer accounts).
- Receiving feedback from customer regarding services.
- Booking, confirming and canceling air tickets.

**Trainings**

- Fair Treatment to Customers (FTC)
- Aspire Operations Manager Certification
- Creative Stress Management Program
- Gender Diversity
- AML/CFT
- Cash officer Training
- ATM Management
- Anti-Bribery and Corruption

**Skills**

- Operational planning with comply regulator SOPs
- Leadership and management
- Administration & supervision
- Excellent customer services
- Accounting & finance
- Human resource management
- Cash Handling
- Documentation
- Team building and management.
- Professional proficiency in MS Office (Word, PowerPoint, Excel).
- Departmental coordination.
- Negotiation
- Adept at building relationships with internal & external stakeholders

**Awards**

- Best teller Award Mardan Region

**QUALIFICATION:**

**Bachelor Of business Administration (HONS)**  
**Preston University**  
**2010 to 2014**