

# MUHAMMAD USMAN

• Tel: + (92) 322 737 8961 • Email: usmanmjd99@gmail.com • Sialkot, Pakistan

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Highly skilled professional with experience in operations, team collaboration, regulatory compliance, and strategic planning. Results-oriented, decisive leader with proven success in implementing effective process improvements. Competent manager of business alliances, partnerships, public relations, and high-performing teams to drive measurable results. Pragmatic and focused in dynamic and fluid environments.

## WORK EXPERIENCE

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### **2020 – Current**      **University of Management & Technology | Sialkot, Pakistan** ***Senior Coordination Officer***

- Communicated concerns and information to supervisor for remediation and support.
- Enforced corporate policies and procedures while ensuring compliance with applicable laws and regulations.
- Demonstrated leadership skills in leading a team of officers to complete objectives.
- Created and maintained strong relationships with staff, customers and stakeholders.
- Utilized problem-solving techniques to resolve conflicts between personnel.
- Developed and implemented strategies to improve productivity, efficiency and effectiveness of operations.

### **2016 – 2020**      **University of Management & Technology | Sialkot, Pakistan** ***Coordination Officer***

- Efficiently managing the schedule, including arranging appointments, and meetings
- Handling all incoming and outgoing correspondence, emails, and phone calls on behalf of the Director Campus
- Planning and organizing board meetings, executive meetings, and other company gatherings
- Managing confidential and sensitive information with utmost discretion
- Building and maintaining positive relationships with stakeholders, clients, and other executives within the organization
- Identifying and prioritizing critical tasks, deadlines, and commitments
- Maintaining a high level of confidentiality and discretion regarding sensitive information, business strategies, and executive decision.

### **2013 – 2016**      **Fortnightly DHOL KA POOL | Lahore, Pakistan** ***Assistant Manager Admin***

- Manage the Newspaper's Advertising, Editorial, Circulation, Publication and Financial matters
- Strategize opportunities for additional in-paper revenue
- Maintain positive working relationships with clients and staff
- Exercise independent discretion and judgment in methods and mediums for promoting the company to readers, community leaders, news sources, and the general public
- Proofread each issue for quality of content ensuring lead stories are balanced, best sources were contacted, maps and graphics are accurate and stories read clearly.

**2012 – 2013**

**SUMMIT BANK LTD | Sialkot, Pakistan**

***Customer Service Officer***

- Handling Account Opening and completion of Documents for New A/c's and KYC's
- Resolved the Customer Problems
- Maintaining Record of Customers
- Issuing a Bank Statements/Letters and Maintain his request file
- Handling Clearing Department
- Handling Remittance, Pay-order, & Term Deposit Receipts
- Handling all Operational matters and administrative matters.

## **RELEVANT SKILLS**

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- **Computer skills:** Microsoft (Office , Excel , PowerPoint)
- **Professional/Social:** Time Management, Administrative Support, Communication, Company Guidelines, External and Public Relations
- **Languages:** Native Language, Urdu (Advance), Language , English (Intermediate)

## **EDUCATION**

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**2011 National University of Modern Languages (NUML) | Islamabad, Pakistan**

Master in Business Administration in Finance

**2008 Punjab University | Lahore, Pakistan**

Bachelor of Commerce in Commerce

**2006 Gujranwala Board | Pakistan**

Intermediate in Pre-Engineering

**2004 Federal Board | Pakistan**

Matriculation in Science

## **KNOWLEDGE SKILLS ABILITIES**

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- Tact and diplomacy in dealing with both Customers and employees
- Knowledge of Bank Regulations
- Problem Solving Skills
- Flexibility and Ability to Multi-Task
- Able to work well under Pressure
- Enjoy public contact