

# Nouman Ahmed

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Visit Visa Valid till: 14-04-2024



## CAREER OBJECTIVE:

My objective is to achieve a challenging position in global corporate organization that would enhance my confidence in using of the skills, knowledge and abilities. My approach of life is to looking for learning opportunities that would support me to become an inspirational personality around my professional and informal society. I am flexible in all terms of location and would be available almost immediately.

## CAREER PROFILE/SKILLS:

Banking products and services	Problem Solving	Financial Services	Asset Management	Training & Development
Relationship Development	Strong communication skills	Interpersonal Skills	Risk Management	Strategic Planning
Teamwork	Time management	Accounting	Sales	Operational Audits
Customer Services	Financial Transactions	Internal Controls	Audit Controls	Retail
Time management	Financial Audits	Proactive Leadership	Relationship Management	Performance Appraisal
Cross Selling	Data analysis	Business Operations	Portfolio Management	Human Resources (HR)

## PROFESSIONAL WORK EXPERIENCE:

**Organization:** MCB Bank Limited  
(Pakistan's Leading bank having presence in UAE)  
**Tenure:** December 2015 – August 2023  
**Designation:** Branch Services Manager



### Responsibilities:

- Manage day-to-day branch operations, including cash handling and compliance
- Managed branch vault and cash supply to keep appropriate level of currency on hand
- Handled customers' complaints and questions with utmost professionalism to restore satisfaction and maintain loyalty to branch
- Ensure compliance with regulatory requirements and company policies and procedures
- Trained staff in bank products, operations procedures and successful sales strategies
- Planning, conducting and documenting BCP (Business Continuity Planning) drill annually

### Achievements:

- Achieved "Spot Award" for outstanding employee of MCB Multan Region, Pakistan, April, 2017
- Received Certificate of appreciation for outstanding contribution in expansion & operational progress of ATM Channel, Pakistan, 2016

**Organization:** UBL Bank Limited  
(Pakistan's Leading bank having presence in UAE)  
**Tenure:** July 2011 – November 2015  
**Designation:** Customer Services & Operations Manager



**Responsibilities:**

- Resolved concerns with products or services to help with retention and drive sales
- Addressed customer complaints and mitigated dissatisfaction by employing timely and on-point solutions
- Reinforced established quality control standards and followed procedures for optimal customer interactions
- Ensured that all client account information was kept confidential
- Maintained ongoing relationships with local businesses
- Courteously responded to customer inquiries
- Ensured compliance with banking regulations

**ACADEMIC EDUCATION:**

<u>DEGREE/CERTIFICATION</u>	<u>EXAMINING BODY:</u>	<u>YEAR</u>
Masters of Business Administration	HITEC University Taxila, Pakistan	2010
Bachelor of Arts	from Bahauddin Zakariya University Multan, Pakistan	2007
International Advance Diploma in Computing	Beaconhouse Informatics Multan, Pakistan	2006
Diploma in Computer Studies	Beaconhouse Informatics - Multan Pakistan, <b>(Awarded by University of Cambridge, International Examination)</b>	2005
Intermediate (Science)	From Punjab College of Information Technology Multan, Pakistan	2004
Matriculation (Science)	Multan Public School Multan, Pakistan	2002

**ADDITIONAL SKILLS:**

- **MS Office** (All versions, esp. MS Word, MS Power Point and MS Excel)
- **MS Excel** (MS Formulae, Reports Automation, Macros, Presentations)

**TRAININGS & WORKSHOPS:**

- Certified Branch Operation Manager, from MCB Bank, Pakistan, 2021
- Outreach/Awareness Sessions on Anti-Money Laundering (AML) and Combating the Financing of Terrorism (CFT) via WebEX from MCB Bank, Pakistan 2020
- Attended training session of Revised Operations Manual V 4.0 from, MCB Bank, Pakistan 2019

**PERSONAL INFORMATION:**

**Father's Name** : Bashir Ahmed  
**Date of Birth** : 01-04-1986

**REFERENCE:**

Reference will be furnished on demand.