

Sheeraz Khan



Visa Status: Visa Valid
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Career Objective: Envisioned to be an integral part of a well-reputed organization, contributing the maximum capabilities to enhance values and prove myself a moving gear.

Career Summary: I am energetic professional with 12 years of experience in banking, sales, customer service, administration and managing across several companies. Competent to enhance efficiency, raise productivity, service quality, customer service, sales & team management, wealth management, documentation, compliance, trainings & events.

Experienced with demonstrated success in coordinating team, services and sales activities. Friendly and adaptable professional with remarkable managing and program management skills.

Software Expertise: MS Word, Excel, Power Point & Banking software's T24, Filos, Rosetta, Symbols, ILS, Imal, & Piesoft

Skills Sales, Customer Service, Marketing, Team management, Compliance, Operations & Administration

Work Experience

Sales & Marketing Manager

Advertising, Events & Productions

Iron Line Events Managing Est. in Dubai Business bay UAE

03-07-2022 to 11-08-2023

- Examine and verify client documentation.
- Provide client with clear and up-to-date Product information.
- To achieve individual & company targets
- Increase & achieve company sales by developing and deepening customer loyalty
- Handling customer requests, inquiries, and complaints using a compassionate yet firm approach.
- Communicating directly with a wide variety of personalities effectively to build strong relationships and secure both client and co-worker trust.
- Maintain decorum & enhance service quality
- Social media promotions, campaigns & marketing support
- Complying with company policies and regulations while striving for the highest possible customer satisfaction.

Branch Manager at Retail Banking (Rejoining)

09-12-2021 to 29-03-2022 Rejoining at Bank Alfalah Limited, Karachi Clifton Block 8, Gizri Branch Karachi

- Managing portfolio of **Rs.1.0 billion plus.**
- Increase consumer & branch deposits sales by developing and deepening customer loyalty
- Increase branch profitability
- Maintain decorum & enhance service quality
- Operations routine sops & work Handling customer requests, inquiries, and complaints using a compassionate yet firm approach.

- Complying with policies & regulations while striving for the highest possible customer satisfaction.

Branch Manager at Retail Banking

07-07-2020 to 17-11-2020 Bank Alfalah Limited, Karachi National stadium Branch Karachi

*Established portfolio of **Rs.800 Million plus.***

Branch Manager at Retail Banking

03-09-2018 to 04-06-2020 Habib Bank Limited, Karachi Gulistan-e-Johar, Block 1 Branch & Mansfield Khi.

*Established portfolio of **Rs.1.5 billion plus.***

Branch Manager at Retail Banking

26-01-2017 to 30-08-2018 Allied Bank Limited, Karachi DHA Deltons Khadda Mkt Branch Karachi

*Established portfolio of **Rs.800 Million plus.***

Wealth Manager

02-09-2016 to 23-01-2017 Bank Islami Pakistan Ltd, Karachi DHA Phase 8 Branch Karachi

Relationship Manager

03-02-2014 to 30-07-2016 Burj Bank Ltd, Karachi Clifton Branch Karachi

Business Development Officer

05-06-2012 to 01-02-2014 Burj Bank Ltd, Karachi Clifton Branch Karachi

Education

- **Bachelor of Commerce**
University of Sindh
- **HSC**
New Banat Higher Secondary School & College
Part I-II
- **SSC Part I-II**
Brilliant Scholars Academy

Trainings

- **Personal grooming and business courtesy**
- **Time management**
- **Service quality**
- **Insurance**
- **Takaful**
- **Fair treatment of the customer**
- **Fraud Prevention and Awareness**
- **Customer services**
- **AML**
- **Advanced Islamic banking**
- **Sales**