



SYED JAN HASHAM



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PROFILE

Conscientious Branch Operations Manager who courteously provides a variety of banking services to customers and oversees all major banking operations. Adept at applying effective management skills. Specialize in working in a fast-paced environment to meet customer needs and ensure efficient banking operations

SKILLS

- Critical Thinking
- Strong attention to details
- Handling pressure
- Strategic Decisions
- Leadership
- Data analysis
- Team work
- Problem Solving
- Operational Planning
- Conflict Management
- People Management
- Adoptability
- Active Listening
- Multi Channel Communication
- Financial Statement Analysis
- Account Receivable
- Account Payable
- Cash Management
- Credit Card
- ATM Operations
- Audit compliance
- Assets Management
- Cash Book
- Pass Book
- Interpersonal Skills
- Computer Literacy

EDUCATION

Virtual University of Pakistan

2023

M.COM (Master of Commerce)

Kohat University of Science and Technology, Pakistan

2016

B.COM (Bachelor of Commerce)

WORK EXPERIENCE

1. Operation Manager, U-Micro Finance Bank, Pakistan

26-Oct- 2023 till date

2. Operation Manager, Habib Bank Ltd, Pakistan

27-April-2023 to 25-Oct-2023

- Admirable experience effectively managing a wide range of banking activities
- Profound knowledge of banking procedures and investment products.
- Knowledgeable in all aspects of federal banking regulations
- Ability to manage and nurture client relationships
- Solid oral and written communications skills
- Coordinated with other branch managers on some projects
- Performed internal audits to ensure efficient banking operations
- Coordinated with other branch managers on some projects.
- Performed internal audits to ensure efficient banking operations
- Continuously update management on feedback from the staff and clients and give recommendations for growth.
- Cross-selling of bank products & Services to both potential and existing customers.
- Ensure follow up on customer queries and provide feedback promptly at all times.
- ATMs operation and management to ensure smooth running of ATM, where applicable with the aim of achieving 100%.
- Train, motivate and create good working environment for staff to ensure

PERSONAL INFORMATION

- Passport No
DH6845351
- Passport Expiry
26-Sep-2029
- Marital Status
Married
- Date of Birth
27-April-1995

LANGUAGES

- English
- Urdu
- Pashto
- Hindi

Customer Service Officer (CSO), Habib Bank Ltd Pakistan

01-Oct-2018 to 26-April-2023

- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution
- Manage large amounts of incoming phone calls
- Generate sales leads
- Identify and assess customers' needs to achieve satisfaction
- Build sustainable relationships and trust with customer accounts through open and interactive communication
- Provide accurate, valid and complete information by using the right methods/tools
- Meet personal/customer service team sales targets and call handling quotas
- Keep records of customer interactions, process customer accounts and file documents
- Follow communication procedures, guidelines and policies
- Take the extra mile to engage customers

Cashier cum Accountant, Tranzum Courier Services Pakistan

10-Nov-2017 to 30-Sep-2018

- Resolve customer complaints, guide them and provide relevant information
- Greet customers when entering or leaving the store
- Manage transactions with customers using cash registers
- Collect payments whether in cash or credit
- Track transactions on balance sheets and report any discrepancies
- Handle merchandise returns and exchanges
- Issue receipts, refunds, change or tickets
- Scan goods and ensure pricing is accurate
- Maintain clean and tidy checkout areas

COMPUTER LITERACY

Khyber Pakhunkhwa Board of Technical Education, Peshawar
2016

Diploma in Information Technology (DIT)