



Muhammad Waseem Akram

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Core Qualifications

Relationship building and management

Consumer banking specialist

Compliance, banking laws and regulations

Accounting systems and software

Organized Bank Teller proficient in time management. Provides professional and courteous customer service with high levels of integrity and accuracy. Experienced in cash handling, balancing drawers, loan processing and inventory management. To seek and maintain full-time position that offers professional challenges utilizing interpersonal skills, excellent time management and problem-solving skills. Detail-oriented team player with strong organizational skills. Ability to handle multiple projects simultaneously with a high degree of accuracy.

Experience

2019-12 -
2022-05

Teller

The Bank Of Punjab , Faisalabad

- Educated customers on use of banking website and mobile apps.
- Identified sales opportunities and referred customers to branch partners in financial services.
- Processed customer transactions promptly, minimizing wait times.
- Answered telephone inquiries on checking and savings accounts, loans, and lines of credit.
- Assisted with training of new tellers on policies and procedures.
- Maintained accurate records of customer transactions in line with bank procedures.
- Disbursed cash and checks accurately while maintaining security of cash drawers.
- Monitored and reported suspicious activity in line with bank security policies.
- Assisted customers with banking needs and inquiries.
- Processed applications for new accounts.
- Performed account maintenance by closing out accounts and changing customer addresses.
- Generated monthly reports on customer activity and customer feedback.
- Processed wide variety of retail banking transactions for personal and commercial customers.
- Maintained in-depth knowledge of bank products and services to provide appropriate recommendations to customers.

Cash Handling

Technical issues analysis

Desktop support

Windows 10

Microsoft Outlook

Microsoft Office Specialist
(MOS) Expert

Languages

English

Intermediate

Urdu

Advanced

Punjabi

Advanced

Hindi

Upper intermediate

2018-02 -
2019-06

IT Support Engineer

Masood Textile Mills , Faisalabad

- Installed, configured, tested and maintained operating systems, application software, and system management tools.
- Used ticketing systems to manage and process support actions and requests.
- Assisted customers in identifying issues and explained solutions to restore service and functionality.
- Assisted with updating technical support best practices for use by team.
- Configured hardware and granted system permissions to new employees.
- Installed and configured operating systems and applications.

Education

2019-12 -
2023-02

Master Of Science: Computer Science

Riphah International University - Islamabad

2013-10 -
2017-10

Bachelor Of Science: Computer Science

Government College University - Faisalabad

2011-09 -
2013-09

FSC : Engineering (Pre-Engineering)

B.I.S.E Lahore - Lahore

2009-04 -
2011-08

Matriculation : Science

B.I.S.E Lahore - Lahore

Interests

Book reading

Indoor games