 Naseem

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# Objective

Accept and enjoy the new situation and challenges, make positive contribution towards the given position, increase the wealth of the organization and enhance the knowledge, abilities and skills through organization by contribution

Education

## Bachelors of commerce | 2013 | university of karachi.

* Major: Accounting, economics, business law, statistics, business communication

## H.S.C | 2010 | jinnah government college

* Major: Chemistry, Physical, Mathematics

**S.S.C | 2008 | White house grammar academy**

* Major: Chemistry | Mathematics | Physics

**other professional certificates**

* Retail Banking Officer | United Bank Limited | 2016
* License to serve | United Bank Limited | IBP | 2016

Skills and Abilities

## it skills

* Microsoft office, excel, word, outlook, PowerPoint
* QuickBooks, Certiflex and other Accounting Softwares
* Operating systems, Networking and software hardware installation

## Sales

* Excellent communication skills – written and aural
* Outstanding people skills
* Professionalism, diplomacy, tactfulness – to generate positive company image
* Good at presentations
* Negotiation skills
* Creative, insightful, innovative, assertive
* Leadership – result oriented and goals achiever
* Charisma
* Entrepreneurial attitude
* Enthusiasm

## COMMUNICATION

* Excellent written and verbal communication skills.
* Confident, articulate, and professional speaking abilities (and experience)
* Empathic listener and persuasive speaker.
* Writing creative or factual.
* Speaking in public, to groups, or via electronic media.
* Excellent presentation and negotiation skills.

## LEADERSHIP

* Problem Solving.
* Adaptability.
* Collaboration.
* Strong Work Ethic.
* Time Management.
* Critical Thinking.
* Self-Confidence.
* Handling Pressure

Work Experience

## customer service representative /Assistant om

## united bank limited, karachi, pakistan

## december 2015 - present

##  Job ROLE:

* To ensure that operational and front office activities run smoothly and carried out appropriately. This includes operational tasks such as authorizing transactions and checking reports. Handle reconciliation of accounts and departmental coordination. Assumes responsibility and managerial duties in the absence of Branch Operations Manager. Also, be multi skilled to perform other branch functions such as Cash officer and Teller to facilitate functioning of the department and customer service delivery whenever required

Main Tasks and Responsibilities:

• Prepare periodical MIS and submit to concerned units.
• Print & distribute relevant reports, ensuring report review sheets are appropriately signed.
• Carry out branch related administrative tasks assigned.
• Outward and Inward Clearing Cheques.
• Ensure proper lodgment of voucher bundles.
• Process inward / outward mail.
• Monitor and reconcile GL and suspense accounts.
• Provide support regarding archiving of obsolete documents and maintenance of branch records.
• Conduct quality check and scanning of account opening documents and forward to OM for system authorization.
• Ensure safety and security of voucher bundles and all branch reports.
• Organize the dispatch and retrieval of vouchers and other records from the Archives as required
• Collect cheque deposits from the drop box, process and scan through OCS
• Handle branch inward and outward mail.
• Pint reports and distribute to concerned staff.
• Handle department filing.
• Maintain branch main and temporary key registers.
• Assist in administration of branch utilities and accounts reconciliation.
• Manage and control daily cash flow and front office activities.
• Reconcile ATMs.
• Promote services and products of the bank to help achieve business goals and maintain customer relationships.
• Process customer requests within the set target time.
• Help the tellers and clerks understand the service standards and perform on the basis of the same.
• Keep the operations manager informed of all matters pertaining to process deviations or risks involved in the activities conducted by the branch staff.
• Put up notices and updated circulars received from the Head Office and remove the outdated ones from time to time.
• Cross check other teller transactions against reports / source documents to ensure accuracy.
• Ensure customer & staff account privacy and confidentiality.
• Bundle ATM journal and vouchers and file them on a day to day basis.
• Co-custodian of vault, cash safe, ATM and other security items.
• KYC, EDD, CDD documentation and customer’s information for account opening and record keeping of all files for customers .

PERSONAL INFORMATION

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| --- | --- |
| * Date of Birth
 | * 27-FEB-1992
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| * Marital Status
 | * Single
 |
| * E-mail address
 | * naseem.334317@2freemail.com
 |
| * Religion
 | * Islam
 |
| * Nationality
 | * Pakistani
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REFERENCES

Will be furnished on your request