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| **Malik Zeeshan Haider**    **Mobile:** +971 55 8115 826  **E-mail:** mzh.1974@yahoo.com  Dubai, UAE. | | | | |  |
| **OBJECTIVE**  “Presently seeks a challenging management mid level / senior position in **Banking Operations, Customer Services, Foreign Trade-Imports/Exports, F.I. & Sales and Marketing** inforward-looking organization to use gained expertise, contacts, and industry knowledge. Ready to assume responsibilities with vigor and commitment”. | | | | | |  |
| **PROFILE**   * 18+ years of rich experience in the field of **Business Development, Banking Operations including Retail Branch banking and Centralized Operations, Imports /Exports/FI, Branch Management, Customer Services and Administration** in Pakistan**.** * Qualified with Bachelor’s Degree in Commerce from Karachi University * A creative, well-organized and enthusiastic individual with a flexible approach to work. * Excellent communication skills and professional demeanor gained through extensive interaction with Clients, Team members and Management in various phases of my career * Recognized for reliability and “getting the job done” through persistence and strong work ethic. * Well-versed in leading staff training and mentoring with experience instilling motivation and promoting teamwork. * Effective team player and strong manager with strong commercial sense and business acumen * Skilled in targeting & penetrating potential market * Excellent negotiation and communication skills in English, Urdu.   **EMPLOYMENT HISTORY**   * **Manager -** Regional CPU-South, Askari Bank Ltd., Pakistan (December 2012 - Aug 2014) * **Branch Manager**, Dubai Islamic Bank, Karachi Branch, Pakistan (October 2008 - November 2012) * **Branch Manager** (Retail and Commercial Banking Division), MCB Bank Ltd., Pakistan (January 2007 - May 2008) * **Senior Team leader-Foreign Trade Operations** (Corporate & Commercial Clients) ABN AMRO Bank, Main branch, Karachi, Pakistan (May 2003 - May 2006) * **Customer Services and Operations Officer,** Askari Commercial Bank Ltd, Pakistan(December 1995 till April 2003) | | | | | |
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| ***Job Profile:* Business Development**   * Expert in designing and delivering comprehensive, highly successful marketing initiatives; * Coordinated with clients & the organization and acted as good will ambassador. * Communicate all activities to senior management so as to ensure maximum operational efficiency & total customer satisfaction. * Demonstrated excellent skills in dealing with multicultural customers and resolving their problems. * Identifying the potential clients in the market by various sources * Build awareness among clients on the company services while strengthening the company’s presence in the global market through provision of quality service based on professional client management. * Drive efforts towards developing, cultivating and managing key relationship with targeted clients. * Spearhead the branch staffs and the managers in providing an efficient service to customers to attain high level of satisfaction. * Show empathy with good skills in assessing and identifying significant opportunities and potential client relation, and further set up and fortified strong rapport with them explore business opportunities * Time to time follow up the projects and enquire about their future requirements. * Making analysis for achieving the target set & gives the best. * Training to all the branch staffs on How to Handle High Net worth Customers * Handling internal process of measuring the knowledge level of all the employees on product as well as the customer care * Establishing and maintaining strong customer base for the products. * Implementing and measuring marketing strategy effectiveness * Conducting surprise audits to the branches and co ordination with different departments for the Branch Grading System * Liaise with all the branches for customer suggestions, maintain accurate report, analyze the report, suggest changes in process * Meet Month wise / Annual budgeted targets of Assets and Deposits based products Sales, Cross selling of Consumer based products and Branch Income and keep branch expenses under control. | | | | | |
| ***Job Profile: Banking Operations***   * Share responsibilities of managing Branch Operations including Trade Operations, Remittance and Customer services along with Branch Operation Manager * Coordinate and have joint Sales calls with Relationship Managers of Cash Management division for Corporate and Fee collection accounts. * Train and motivate staff and create awareness on updated State Bank regulations and Dubai Islamic Bank’s Operational and Compliance Circulars and guidelines * Inaugurated the branch in 2008, and successfully running the affairs since then, which is evident through sustainable growth pattern and customer base. We achieved fastest 100 million in the network within first month of branch inception with 4 % Cost of Deposit. Successful MTD/YTD Growth pattern. * In Centralized Operations covered Accounts Opening/Imports / Exports / F.I. department(s) including Document Scrutiny, Payments, Letter of Credit Advising and Issuance as Team Leader and back up of Country Head of Imports.   ***International Experience in Corporate Banking :***  In 2005 I was transferred to ABN AMRO Bank, Hanoi branch, Vietnam on a short term assignment to replace Manager Corporate Operations and managed Foreign Trade, Cash & Tellers and Treasury back office departments in Corporate Banking division and reported to Chief Operating Officer for Vietnam | | | | | |
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| **EDUCATION**  **Bachelor of Commerce** from ‘DHA Degree College for men’ affiliated with Karachi University in 1994 | | | | | |
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| **IT SKILLS** | | | | | |
| * Operating system: Windows 95/98/2000 * Software packages: MS Word, MS Excel, Lotus 123, MS Access * Internet technologies: S.W.I.F.T. * Intranet Services: Lotus Notes , Microsoft Outlook | | | | | |
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| **PERSONAL DETAILS** | | | | | |
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| Date of Birth |  | | : 12.10.1974 | | |
| Nationality |  | | : Pakistani | | |
| Sex |  | | : Male | | |
| Marital Status |  | | : Married | | |
| Visa Status |  | | : Visit visa | | |
| Languages |  | | : English, Urdu | | |
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