**SHUMAILA**

[**Shumaila.357291@freemail.com**](mailto:Shumaila.357291@freemail.com)

#### Objective

* To work in an organization, where innovation and excellence is the way of life, where I will get ample scope for development, where career advancement is based on personal performance. Possess management and leadership team building skills. Ability to work at highest potential and make significant contribution with proactive commitment, attitude and most importantly, results which would lead to the company goals and targets.Recognized for decisive leadership and proven ability to face challenges head-on and execute sound decisions.

#### PROFESSIONAL EXPERIENCE

**Working as Assistant Manager in HBL** **(July-2013 to Aug 2016)**

* Ensuring achievements of allocated sales targets
* Serving &advising customers
* Providing Customers relationship building & trust
* Ensuring Smooth customer services
* Pipeline management& reporting
* Maintaining relationship with the customers
* Performing any other duties assigned by the branch manager
* Working as account opening officer and helping in branch banking operations

**Worked as Customer Relationship Officer in HBL** **(Oct-2011 to July-2013)**

* Deals with customers and rectify their issues
* Balance inquiry
* Provide all bank product information to customers related such as account opening, debit cards, credit cards etc.
* Proper filling of account forms.
* Proper filling of all applications forms such as deposits slips, remittance forms, debit applications, phone banking forms etc.
* All information about online banking

**Working as Team Leader of CRO’s in HBL**

* Training of new CRO’s
* Arrangements of meeting
* Co-ordinate with other staff
* Resolve the problems and issues of other CRO’s
* Making reports and maintaining data

**INTERNSHIP**

**Askari Bank Ltd.** **(July-2011 to Sept-2011)**

* Customer Services
* Remittances
* Advances
* Online
* ATM

#### Educational Background

#### Master of Economics (MSC) (2011)

Preston University, Pakistan

Islamabad Campus

**Bachelor of Arts (BA) (2009)**

Punjab University

**Key Achievements**

* Analyzed finance reports from various departments, such as: marketing, sales, communication, purchase and production.
* Measured company’s overall marketing performance
* Performed effective and timely industry-competitive analysis
* Participated actively in making pricing and cost decisions
* Evaluated the monetary impact on business of various business proposals
* Made reports on research results - Implemented spreadsheets and statistical software to analyze data.
* Forecasted marketing returns, marketing expenses and cross-company analytical-method linkage
* Developed new financial planning techniques

### Key Skills

* Result-oriented and goal-driven
* Highly detail oriented
* Strong communication skills
* Able to work with minimal supervision
* Proficiency in MS Office
* Exceptional analytical skills
* Team worker and team organizer

**Core Strengths**

* Competitive Market Analysis - Excellent Presentation Skills
* Strategic Planning Skills - Direct & Channel Marketing
* Relationship Building - Product Management
* Business Development - Management & Development
* Strategic Partnerships & Alliances - Change Management

**References**

Available upon request