



Arslan Qayyum Awan

Banker

Contact

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Chakwal, Pakistan 46000

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Skills

- Accounts Payable
- Business Development
- Marketing
- Accounts Receivable
- Community Relations
- Key performance indicators
- Process implementation
- Cost control and reduction

Hardworking and passionate job seeker with strong organizational skills eager to secure entry-level salesman, cashier , manager, assistant etc positions. Ready to help team achieve company goals.

Work History

2019-10 -
Current

Branch Service Manager

Mcb Bank Ltd, Chakwal

- Managed branch vault and cash supply to keep appropriate level of currency on hand.
- Handled customers' complaints and questions with utmost professionalism to restore satisfaction and maintain loyalty to branch.
- Processed customers' deposits, transfers and cash withdrawals.
- Coached staff to improve efficiency and revenue with more effective procedures and approaches.
- Helped customers effectively navigate bank technology such as kiosks and mobile access to reduce common questions and unprofitable interactions.
- Trained staff in bank products, operations procedures and successful sales strategies.
- Built trusting relationships with members by offering sound financial advice and personalized service.
- Protected branch assets through security monitoring and effective assessment techniques at each customer contact point.
- Delivered quality service with remarkable efficiency by skillfully overseeing daily branch operations.
- Oversaw daily branch preparations to consistently open on-time and maintain readiness to serve customers' needs.
- Conducted financial due diligence on potential investments and acquisitions.
- Established internal audit procedures to validate and improve accuracy of financial reporting.
- Established and checked coding procedures, monitored reports and updated internal files.
- Complied with established internal controls and policies.

Sales professional

Cash handling expertise

Business development expertise

Strategic and financial planning

Relationship building and management

Staff Management

Product training

Employee Development

Financial services

Staff Training

Financial analysis and reporting

Budget forecasting

Data trending

Languages

English

Advanced (C1)

2018-05 -
2019-10

- Checked payroll, vendor payments, commissions and other accounting disbursements for accuracy and compliance.
- Developed strategic plans for day-to-day financial operations.
- Implemented and regularly reviewed financial controls to generate accurate and reliable financial data.
- Performed banking, business administration and financial tasks to guarantee five-star service for clients.
- Created financial dashboards to provide insights into key performance indicators.
- Prepared internal and regulatory financial reports, balance sheets and income statements.
- Prepared cash flow projections, cost analysis and monthly, quarterly and annual reports.
- Utilized financial software to prepare consolidated financial statements.
- Analyzed business processes to identify cost savings and operational efficiencies.

Customer Service and Operations Manager

Ubl Bank Lyd, Chakwal

- Self-motivated, with a strong sense of personal responsibility.
- Excellent communication skills, both verbal and written.
- Worked effectively in fast-paced environments.
- Developed and maintained courteous and effective working relationships.
- Identified issues, analyzed information and provided solutions to problems.
- Adaptable and proficient in learning new concepts quickly and efficiently.
- Demonstrated strong organizational and time management skills while managing multiple projects.
- Delivered services to customer locations within specific timeframes.
- Used strong analytical and problem-solving skills to develop effective solutions for challenging situations.
- Gained strong leadership skills by managing

projects from start to finish.

- Passionate about learning and committed to continual improvement.
- Paid attention to detail while completing assignments.
- Resolved problems, improved operations and provided exceptional service.
- Gained extensive knowledge in data entry, analysis and reporting.
- Demonstrated a high level of initiative and creativity while tackling difficult tasks.
- Ran errands and provided general office support in a professional environment.
- Completed paperwork, recognizing discrepancies and promptly addressing for resolution.
- Organized and detail-oriented with a strong work ethic.
- Strengthened communication skills through regular interactions with others.

2011-04 -
2018-05

Branch Operations Manager

Hbl Bank Ltd, Chakwal

- Maintained friendly and professional customer interactions.
- Met deadlines by proactively managing individual and team tasks and streamlining processes.
- Maintained branch files for major accounts, investments and employees.
- Trained employees on proper procedures and strategies to improve productivity.
- Increased client and supplier satisfaction by solving complex issues with efficient resolutions.
- Assessed employee performance and developed improvement plans.
- Performed monthly compliance checks.
- Cooperated with **Type** teams to devise efficient marketing strategies and meet company objectives.
- Implemented new organizational strategies to strengthen filing systems for billing, receiving and delivery reports to optimize processes.
- Completed daily Bank Secrecy Act reports.
- Set up and supervised cash shipments.

- Interviewed and hired talented individuals with top-level strengths, improving organizational talent, and skill set.
- Created strategies to develop and expand existing customer sales, resulting in increase in annual sales.
- Enhanced branch production rates by handling staff conflicts, evaluations, hiring, and termination processes and coaching employees on company protocol and payroll operations.
- Engaged employees in business processes with positive motivational techniques.
- Forecasted trends and recommended improvements based on financial risk analyses.
- Complied with regulatory guidelines and requirements.
- Resolved various issues impacting sales management and business operations.
- Launched new training program to boost employee skills and staff retention rate.
- Reduced process bottlenecks by training and coaching employees on practices, procedures, and performance strategies.
- Evaluated project applications and verified with outline specifications to approve, reject and recommend adjustments.
- Reviewed and edited loan agreements to enhance clarity and monitor compliance with requirements.
- Consulted customers to boost product sales and services.
- Compiled database of loan applicants' credit histories, financial statements and other financial information.
- Boosted sales and customer loyalty through incentive programs.
- Completed filings and upheld strict compliance with regulatory agencies and supervisors.
- Examined customer loan applications for loan approvals and denials.
- Generated financial and operational reports to assist management with business strategy.
- Submitted loan applications to underwriter for verification and recommendation.
- Implemented service improvements to enhance

sales cycle.

Education

2008-06 -
2010-08

Bachelor Of Commerce: Accounts

University of Sargodha - Chakwal

- Awarded Top operations manager 2015 HBL
- Professional development completed in cash management,ATM Management, operations management,expenses assets ,sales budgeting,payroll management, service quality, Islamic banking etc from all bank

Accomplishments

- Name: Muhammad Noyan Arslan
- Relationship with
- Insured:
- Son
- Address:
- House No 4173-MCB Muhalla Ahsraf Town Chakwal
- Pakistan
- FAMILY DETAILS
- BENEFITS
- Plan Type: Schengen Active
- SUM INSURED PER PERSON (All Amount are in Euro €)
- Medical Benefits
- Emergency Medical Expenses - Accident & sickness 30,000
- Emergency Dental Care 250
- Deductible on Medical & Dental 100
- Emergency Medical Evacuation INCLUDED
- Repatriation of Mortal Remains INCLUDED
- Delivery of Medicine INCLUDED 24/7 Worldwide Assistance Service INCLUDED
- Travel Inconvenience Benefits
- Baggage Loss - Checked In (Limit of 10% per item) -
- Baggage Delay - Checked In (Excess First 8 Hours) -
- Flight Delay (Excess First 12 Hours) -

- Passport Loss (Excess \$25 EEL
- Credit Card Loss - Cash Advance -
- Trip Cancellation & Curtailment -
- Personal Liability (Excess \$1,000 for TPPD) -
- Personal Accidental Benefits
- Accidental Death 2,500
- Accidental Death(Common Carrier) 2,500
- Permanent Total Disability AS PER THE
COMPENSATION TABLE LIMITS
- For policy verification, please visit
<http://www.adamjeetravelinsurance.com>
- All plan types fulfill Schengen Visa requirement,
except Secure Plus & Care Plan
- Premium Details (Amounts in PKR)
- NET PREMIUM 2,900
- Advance Tax 0
- TOTAL AMOUNT 2,900 1.Written notice of claim
must be given to the company within 21 days of
the date of the incident causing accident &
sickness /loss, or else the intimation will be
declared as 'null and void' unless approved
otherwise by the company
- 2.Treatment of Coronavirus (Covid-19) coverage
is applicable on policies issued from 01 July, 2020
- (Refer Policy Wording for details) 3.Medical
treatment related to any pre-existing condition,
cancer or pregnancy fall under exclusion and is
not covered
- 4.This travel insurance policy is only valid when
the insured's departure is from Pakistan on or after
the policy start date
- 5.Premium amounts are inclusive of all applicable
taxes and stamp duty
- UNDERWRITTEN BY:
- ADAMJEE INSURANCE COMPANY LTD
- This is a computer generated E-Policy and does
not require signature
- Medical emergency hotline number 00971 4601
8823
- A 24/7 emergency medical & travel assistance
service is operated by international SOS for
customer's care
- It is mandatory to contact within 24 hours and
notify the illness ailment in case of hospitalization
for further evaluation and confirmation

- By receiving this certificate the insured person(s) declare to agree to the terms and conditions, exclusions and limitations of this Travel
- Insurance policy
- For policy terms and conditions or detailed benefits, Please visit www.adamjeeinsurance.com or ask your travel agent
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- FOR BRIEF POLICY TERMS & CONDITIONS AND SECP COMPLIANCE REFER PAGE # 2-4