

## MUHAMMAD ZUBAIR CUSTOMER SERVICE

- +971 506019464
- [zubair-jk@hotmail.com](mailto:zubair-jk@hotmail.com)
- Dubai, UAE

### COMPUTER SKILLS

- MS Office (Excel, Word, Outlook, )
- Marketing Software

### PROFESSIONAL SKILLS:

- Customer Service & Relations
- Accounts and Finance
- KYC,AML

### OTHER SKILLS:

- Team Leadership
- Good Communication skills
- Fast learner
- Responsiveness
- Working under pressure
- Problem solving
- Attention to details
- Self-Motivated
- Multitasking

### PERSONAL INFORMATION

- **Date of Birth:** 4-Dec-1985
- **Passport No:** BE5021492
- **Nationality:** Pakistani
- **Marital Status:** Married
- **Visa Status:** Employment Visa

### LANGUAGES:

- English: Fluent
- Urdu: Native



### PROFILE:

Multi –talented consistently rewarded for success in planning and operational improvements. Experience in policy implementation and self management procedures positively impacting overall morale and productivity.

### WORK EXPERIENCE:

**Organization:** Derby Marketing Channel Partner Emirates NBD Bank  
**Duration:** Jan 2023 – Presently working  
**Designation:** Bank Officer

#### Job Description:

- Develop and Maintain relationships with Potential customers to achieve sales targets by selling credit cards. Personal loans and opening individual Bank accounts.

**Organization:** Global Pak SMC Pvt. Ltd.  
**Duration:** Jan 2018 – Feb 2022  
**Designation:** Senior Accountant

#### Job Description:

- Handling of accounts payable/receivable, cost management and inventory management.
- Preparation of financial statement, accounting reports and cash flow management.
- Computing Tax and preparation of tax return

**Organization:** Bank Al Falah Ltd.  
**Duration:** Jul 2015-Dec2018  
**Designation:** Branch Operations Manager  
**Job Description:**

- Supervision of Daily Retail branch Operation.
- Supervision of Cash officer Transaction at cash counter.
- Ensure that KYC, AML, CFT policy is implemented while performing cash transactions as per central bank and Bank's internal compliance policy.
- To ensure that KYC, AML policy is implemented while on boarding new customers for account opening inward foreign remittances.
- Monitoring of CDD, ODD for new and old customer account transactions.
- Handling of customer complaints, prompt resolution of complaints to ensure customer services are been delivered with best industry practices.
- ATM replenishment.

**Organization:** Allied Bank Ltd  
**Duration:** Mar.2007-Jul 2015  
**Designation:** Banking Services Manager  
**Job Description:**

- Supervision of Daily Retail branch Operation.
- Supervision of Cash officer Transaction at cash counter.
- Ensure that KYC, AML, CFT policy is implemented while performing cash transactions as per central bank and Bank's internal compliance policy.
- To ensure that KYC, AML policy is implemented while on boarding new customers for account opening inward foreign remittances.
- Monitoring of CDD, ODD for new and old customer account transactions.
- Handling of customer complaints, prompt resolution of complaints to ensure customer services are been delivered with best industry practices.
- ATM replenishment

### ACADEMIC QUALIFICATION:

- **MBA (Finance) – 2008 to 2010**

**National University Of Modern Languages Islamabad**