

ARSLAN SHAHID, BBA (HONS.) – FINANCE

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SPECIALIST I.D UNIT | OFFICER GRADE - II

Banking | Employee I.D Management | Record Keeping | Accounts Maintenance

Handling banking matters with innovation and excellence

Innovative & Strategic Banking I.D specialist who translates business vision into initiatives that improve performance, growth, and profitability of the organization. Moreover, I am an empowering leader who supports companies and top executives with a unique perspective. Genuine influencer who thrives on tough challenges and translates strategies and vision into actionable, value-added goals.

PROFESSIONAL EXPERIENCE

1. ASKARI BANK LTD | Rawalpindi, PAK | *Banking Unit of Pakistan Armed Forces* Specialist I.D Unit / Officer Grade – II (OG-II) | Apr 2022 – Present

Responsibilities

- **New I.D Creation:** Creating I.Ds of new employees hired in the bank
- **Updating IDs of existing employees:** Continuously updating existing I.Ds of employees who get promoted or get transferred to other branches
- **I.D Closure:** Removing I.Ds of employees whose services are discontinued to ensure utmost security of banking systems
- **Record Keeping:** Maintaining file records of all I.Ds with utmost accuracy

Main Achievements

- Providing prompt guidelines about I.D Management
- Keeping 100% accuracy while generating I.Ds for new employees

2. MUSLIM COMMERCIAL BANK (MCB) LTD | Rawalpindi, PAK | *One of The Oldest & Reliable Banks of Pakistan* Accounts Maintenance Officer | May 2020 – Mar 2022

Responsibilities

- **Dealing Bank Customers:** Execution of instructions by bank customers to provide a high level of customers satisfaction and quality output
- **Attending Customer Requests:** Proactively attending to requests and providing alternatives that will suit the customer's needs while working within the control policies of the bank
- **Managing Metrics:** Daily capturing of activities on metrics web page
- **Coordination with Team Leader:** Assists to implement and continuously improves the Account Maintenance area in co-ordination with the Team leader with a view of ensuring efficient and effective functioning and high level of service.
- **Relationship Management:** Customer and Business Partner Relationship Management
- **Improving Customer Satisfaction:** Suggests and implements initiatives to improve customer satisfaction ratings

Main Achievements

- Maintained all customer accounts with high level of accuracy
- Worked overtime on occasions to manage workload effectively

3. SHIFA INTERNATIONAL HOSPITALS LTD | Islamabad, PAK | *Premium Healthcare Facility located in the Capital of the Country* Floor Representative | May 2019 – Apr 2020

Responsibilities

- **Premier Hospitalization Experience:** Ensuring every patient of Shifa International Hospital receives the Premier Hospitalization Experience.
- **Educating about Patient Feedback:** Educate colleagues on the various ways to humanize patient experience based on feedback from individual patients and their families.
- **Decision Support Reports:** Develop decision support reports using findings from analysis of trends in complaints to mentor individuals and departments to develop appropriate service action plans.
- **Patient Experience Reports:** Developing patient experience reports that will assist the hospital management in decision making processes.

- **Managing Customer Experience Desk:** Handling inquiries and information management in line with customer requirements.
- **Managing Customer Complaints:** Handling customer complaints to completion in-line with the hospital Patient Experience policy.
- **Miscellaneous Tasks:** Any other duties and responsibilities that may be allocated by hospital management.

Main Achievements

- Successfully cooperating with all the floor supervisors to provide the best patient services.
- Worked overtime on occasions to manage workload effectively

4. HUMANETEK (MOHAFIZ) | Islamabad, PAK | *Life Saving Helpline for People in Emergency Situations*
Life Support & Field Support Officer / Admin Incharge | May 2018 – Apr 2019

EDUCATION & PROFESSIONAL CREDENTIALS

Bachelor in Business Administration | BBA (Hons.) – Riphah International University | *CGPA: 3.39 / 4.00*

FSc – Islamabad Model College For Boys

Matriculation – Army Public School Rawalpindi

DIGITAL SKILLS

Microsoft Office Suite (Word, Excel, PowerPoint, Access, Outlook) | Google Docs, Spreadsheets and Slides | Google Drive | Banking Information System | Team Management Tools (Asana, Trello, Slack, Microsoft Teams)