

MUHAMMAD MANSOOR

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Visa Status : Employment Visa



CAREER SYNOPSIS

To secure a challenging position in a reputable organization and seeking a dynamic environment with tremendous opportunities for personal learning, growth and development.

PROFESSIONAL EXPERIENCE

AL FARDAN EXCHANGE LLC

CUSTOMER SERVICE AND REMITTANCE

APRIL 2020 – PRESENT

- Maintaining a positive, empathetic and professional attitude towards customers all the time
- Checking all the compliance block transactions and taking required information from customer
- Checking the daily newly register customer member ship is completed as per SOP
- Responding promptly to the customer inquiries
- Knowing our products so that you can answer customer questions
- Handling and processing cash transactions in LCY & FCY currencies
- Make bank deposit and keep up records
- Processing customers Cancellation and Refunds of remittances as per SOP
- Corresponding with banks, Managing queries and complains
- Processing salaries with proper due diligence on WPS as company SOP
- Register new customer according to company standard KYC policy, maintain record and legal compliance and central bank compliance
- Working as chief teller in the absence of branch chief teller
- Assist tellers to find out Shortage and Excess
- Ensuring all payments amounts & records are accurate
- Replaying necessary emails regarding refund and reissue related transactions
- Creating and issuing Travelez Prepaid Card
- Calling our Treasury department whenever needs special rates for customers
- Check daily activity reports to ensure accuracy of all day activities and reconcile with MIS reports.

BANK AL HABIB LIMITED

CUSTOMER SERVICE AND CASHIERING

MAY 2016 - JAN 2020

- Efficient handling of payment, receipts, sorting of local and foreign currency.
- Entry of opening cash balance, posting of all receipts and payments
- Managing Cash Department of the Bank
- Custodian of cash, Overall responsible for Cash Management, Cash Balancing, Sorting, Disposal of soiled currency & vault management as per Bank/SBP directions..
- Vigilantly Cash dealing at counter in PKR as well as in foreign currency in US Dollar, GB Pound & Euro
- Handling of utility bills according to SOPs

- Printing of cash balance statements and tallying of physical cash with general ledger balance.
- ATM Operations and Reconciliation
- ATM monitoring, Cash feeding, ATM Balancing, responding to any discrepancies in ATM.
- Obtaining accounts summary, teller cash and reserve cash at the end.
- Preparing Cash Management report as per The Central Bank guidelines.
- Ensuring Operations work analysis on regular basis and analytical report is discussed with management on weekly basis.
- To ensure that the cash operations are according to the policies & procedures given by head office & Central Bank.
- Submission of Fortnightly Monthly, quarterly, half yearly & annual returns to Head office & Central Bank.

MUSLIM COMMERCIAL BANK

TELLER SERVICE OFFICER

JAN 2016 - MAY 2016

- Serves customers by completing account transactions.
- Sells cashier's checks, traveler's checks, and series e bonds
- Answer questions in person or on telephone and refers customers to other banks as necessary.
- Reconciles cash drawer by proving cash transactions, counting and packaging currency and coins.
- Maintains supply of cash and currency and turns in excess cash and mutilated currency to head teller.
- Provides account services to customers by receiving deposits and loan payments, cashing checks, issuing savings withdrawals, and recording night and mail deposits.
- Complies with bank operations and security procedures by participating in all dual-control functions, maintaining customer traffic surveys, auditing other tellers' currency, and assisting in certification of proof.
- Maintains customer confidence and protects bank operations by keeping information confidential.
- Contributes to team effort by accomplishing related results as needed.

Meezan Bank Limited

Internship

16 DEC 2014 - 27 JAN 2015

- Six week Internship in Meezan Bank Limited.

Bank Alfalah Limited

Internship

15 SEP 2014 - 26 OCT 2014

- Six Week Internship in Bank Alfalah Limited.

Learning:

General information of banking process including account opening, Cheque books issue, clearing of Cheque issuance of payment order D.D, T.T and also learn some useful information relating cash Department including counting Sorting and tips of fake notes.

ACADEMIC QUALIFICATION 14 YEARS

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|---------------------------------------------------------------------------------------------------------------------------------|-------------|
| • Bachelor in Commerce– B.COM
University Of Punjab, Pakistan | 2014 |
| • Inter in Commerce – I.COM
Board of Intermediate & Higher Secondary Education Rawalpindi, Pakistan. | 2012 |
| • Senior Secondary School Education – Matric
Board of Intermediate & Higher Secondary Education Rawalpindi, Pakistan. | 2010 |

CORE COMPETENCIES

- Public Relations
- Problem Solving
- Excellent Team Player
- Excellent Customer Service

TECHNICAL SKILLS

- Proficient in the use of: MS-Office, Internet & E-mailing applications.

INTERESTS & HOBBIES

- Playing cricket and football

PERSONAL INFORMATION:

Date of Birth : 30 Sep, 1993
Religion : Islam
Marital Status : Married
Languages : English, Urdu & Punjabi, Arabic
Nationality : Pakistani
Passport No. : CZ0712841

REFERENCE

- Will be furnished on demand.

