



Amna Ajmal

Financial Services Representative

Results-driven Financial Service Representative with IV OG and 2½ years of experience helping customers in downtown Wheeling. Voted “ Best Financial Services Representative of the Year” in **(year)** for exceptional customer service, Skilled in account management, Cash handling, and promoting financial products. Committed to building strong client relationships, ensuring customer satisfaction, and driving organizational growth through top-notch financial services.

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WORK EXPERIENCE

Teller OG IV

The Bank Of Punjab

02/2022 - Present

Lahore Pakistan

Achievements/Tasks

- **Processed** customer transactions accurately and efficiently, including **online cheques, deposits, withdrawals, loan payments, remittances** and **fund transfers**.
- Identified potential **fraudulent** activities and ensured **compliance** with established procedures.
- Managed the optimal functionality of **ATM machines**, monitoring their usage and ensuring accurate **cash balancing** on a regular basis.
- Regularly focused on **opening** and **closing cash balances**.
- Demonstrated strong proficiency in maintaining accurate and up-to-date **General Ledgers**.
- Effectively managed the cash in the process of **fee submissions** and **bill submissions**.

Teller OG IV

Bank Alfalah

01/2021 - 02/2022

Lahore Pakistan

Achievements/Tasks

- **Conducted** precise and efficient processing of various customer transactions, encompassing **withdrawals, remittances**, and **fund transfers**.
- Efficiently handled **cash management** ensuring accuracy and timeliness in processing financial transactions.
- Oversee **cash inventory**, maintain appropriate **cash levels**, and ensure proper **cash balancing** procedures.

EDUCATION

Bachelors In Commerce

University of the Punjab

2018 - 2020

Lahore/Pakistan

Intermediate

Peak Solution Group of College

2016 - 2018

Lahore/Pakistan

Courses

- Commerce

SKILLS

Financial Transactions

Customer Service

Cash Handling

Compliance and Regulations

Communication Skills

Account Management

Problem Solver

Time Management

Relationship Building

Teamwork

Planning & Management

MS Office

PERSONAL PROJECTS

Fraud Prevention in Banking (2020)

- **Investigate Fraud prevention** measures implemented by **Banks**
- **Analyze Fraud Detection** systems, **Identity Verification** processes, and **Transaction Monitoring** mechanisms
- **Suggest Strategies** to enhance fraud prevention and **Protect Customer Assets**

Financial Analysis (2019)

- Conduct an in-**Depth Analysis** of a company's **Financial** statements
- **Evaluating** its financial Performance, **profitability**, liquidity, and **Solvency**
- **Evaluate** the company's **Cash Flow Statement** to assess its **Ability** to Generate **Cash** and manage **liquidity**
- Analyze operating, **Investing**, and **financing** cash flows to identify **Strengths & Weaknesses** in cash management

INTERNSHIP

The Bank of Punjab (2020)

Cash **handling** accuracy targets, Recognized for **exceptional** customer service, Implemented efficient **transaction** procedures, Recognized for upholding bank security protocols, Received **training on financial products and services**

LANGUAGES

English

Professional Working Proficiency

Urdu

Native or Bilingual Proficiency

INTERESTS

Traveling

Reading

Cooking

Watching Movies & Seasons

Writing