

Sammar Shahbaz Khan

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Why Sammar?

- To work with an organization where I can continuously learn in the pursuit of achieving excellence and optimum career growth. Seeking a position with a growth-oriented organization where dedication and hard work is rewarded, as well as provide opportunities for professional growth
- Proficient, diligent & active team player with extraordinary leadership & communication skills; has demonstrated abilities to accomplish assigned tasks timely

CORE STRENGTHS & ENABLING SKILLS

- Project Coordination
- Operations Management
- Customer Dealing and management

PROFESSIONAL EXPERIENCE

Muslim Commercial Bank (MCB), Lahore, Pakistan

Worked as "GBO OG- II" 2013 - 2020

Responsibilities/Accomplishments:

- Adherence to service protocols and service management program.
- Internal transfer of cheques, interbank cheques clearing, RTGS.
- Resolve complaints pertaining to the branch via close follow up with the concerned unit.
- Provide product knowledge to customers.
- Perform duties as a branch PBA's (Personal Banking Advisor)
- Making payments through Express money system.
- Perform duties as a Settlement officer (Maintenance National Clearing of Pakistan Stock Exchange)
- Working on Data Cleansing project i.e. Updating of CNIC, Rectification in Account Opening forms.
- Any other assignment /responsibilities given by the Manager

Internship experience of 6 weeks in **Bank AL-FALAH**

Training Workshops:

- ✓ Career management workshop, institute of Administrative Sciences.
- ✓ Training on service quality standards at MCB
- ✓ Training on Personal Development

PROFESSIONAL QUALIFICATIONS

- **University of Punjab, Lahore, Pakistan (2009 - 2011)**
Master - Human Resource and Management
CGPA: 3.86 / 4.00
- **Punjab College of Commerce, Lahore, Pakistan (2007 - 2009)**
Bachelors in commerce (B.com)
Division: 1st division / 75%
- **Punjab College of Commerce, Lahore, Pakistan (2005 - 2007)**
Inter in Commerce (I.com)
Division: 1st division / 79.9%

Projects During MHRM

- ✓ Compensation and Benefit of Telenor
- ✓ Training and development Of Telenor
- ✓ Launching new product in existing market (Bundle Bread)
- ✓ Project on Total Quality Management

Accomplishments

- ✓ Won **SPOT** Award On the basis of good performance at MCB
- ✓ Awarded with Role of Honor in MHRM
- ✓ 4th position in MHRM in University of Punjab (IAS)
- ✓ "Merit scholarship from Institute of Administrative Sciences, University of The Punjab
- ✓ Distinction of having scholarships continuously 4 Years
- ✓ Certify for being participating in Youth Forum in 2011
- ✓ Member of management committee in Illumine dinner in 2011