

USMAN AKRAM

Summary

Bank Alfalah LTD with 12 years' experience as Senior Counter Services Officer. Successful at consistently delivering the highest quality service. Quick worker who always goes the extra mile to provide customer service.

Experience

Senior Counter Services Officer - 02/2012 to Till Date

Bank Alfalah LTD, Lahore

- Daily cash management (IN/OUT, CASH SORTING)
- Maintaining & reporting daily cash files.
- Audit expense balancing & reporting.
- To reconcile H.O and transit accounts on daily basis ensuring no un-reconciled entry lying in the account at the day end.
- Maintenance & balancing of security stationery through stock register for audit reviews.
- Develop skill to ensure 100% satisfaction and appropriately respond to customer's queries.
- To make sure that required KYC documentation, as required under prudential regulations, is obtained properly kept record & fed into the system.
- Responsible to guide customers about bank's products, bank's policies and requirements regarding different types of accounts.
- Coordinates and ensure reconciliation of entries with other branches within specified timelines, in line with the reconciliation department guidelines.
- Maintaining Branch expense file and reporting.
- Inward and outward clearing.
- Handling Home remittance
- Reporting STR/CTR to concern department.
- Handling pensioner accounts and EOBI card issuing.
- Issuance of Pay order/CDR /TDR and its monthly balancing.
- RTGS, Fund transfer etc.

Education

Bachelor of Commerce: 2011
University of Punjab, Lahore

Training

- AML-CDD-CFT (Through Alfalah learning go app)
- CUSTOMER FAIR TREATMENT
- FOREIGN REMITTANCE ALIF WALLET CARD.



Contact

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Highlights

- Daily cash management
- Audit expense balancing
- Security Stationery through stock register.
- Branch expense file and reporting.
- Inward and outward clearing.
- Handling Home remittance.
- Reporting STR/CTR
- Issuance of Pay order/CDR /TDR

Computer Skills

- T-24
- Bank Smart and Rosetta
- Microsoft Office