



# Muhammad IMRAN

Banking and Finance

## My Contact



### Current Address

Al Shawi Plaza Al Warqa 1  
Dubai, UAE



### Permanent Address

Tehsil Liaquat pur District Rahim  
Yar Khan, Punjab, Pakistan



### Phone

+971522938597  
+923004277215



### Web

imrafaizi222@gmail.com

## Education

- Islamia University Bahawalpur  
*Masters in Computer Science*  
Completed in 2018
- Islamia University Bahawalpur  
*B.S.C Computer and Accounting and Economics*  
Completed in 2016

## Skills

- Remittance Processing
- Payment Systems and Instruments
- Foreign Exchange
- Cash Management
- Customer Service
- Artificial Intelligence
- Software Engineering

## Languages

- Urdu Native & Proficiency
- English Expert

## About Me

The expertise required for remittance and cash in banking and finance includes efficiently processing various types of remittance transactions, utilizing different payment systems, ensuring regulatory compliance, managing foreign exchange operations, and effectively handling cash management within a financial institution.

## Work Experience

### Counter Service Officer And Operations Support **Bank Alfalah Ltd**

Dec 2018 – Present

- Skilled in handling cash transactions, including deposits, withdrawals, and currency exchange, with a high level of accuracy and adherence to security protocols.
- Able to handle and resolve customer complaints or escalations, maintaining a professional and customer-centric approach throughout the interaction.
- Skilled in maintaining and updating operational documentation, such as procedures, guidelines, and manuals, to ensure compliance and standardization.
- Proficient in providing operational support to the banking and financial operations, ensuring smooth and efficient processes across various departments.
- Expert in Customer Account Opening.

### Teller and Banking Operations **HLB Microfinance Bank Ltd**

Oct 2017 – Dec 2018

- Proficient in handling cash transactions, including deposits, withdrawals, and currency exchanges, accurately and efficiently.
- Skilled in providing excellent customer service by assisting customers with their account inquiries, resolving issues, and promoting banking products and services.
- Proficient in supporting the operational activities of a financial institution, ensuring smooth and efficient processes.
- Experienced in monitoring and managing the workflow within the operations department, ensuring timely completion of tasks and adherence to service level agreements.
- Capable of identifying process inefficiencies and implementing improvements to enhance operational efficiency, customer satisfaction, and regulatory compliance.