



Muhammad Zubair

Down Town Dubai.

±971506019464 | zubair-jk@hotmail.com

Brief Summary

- I have 15 years of experience in retail banking operations, Teller, Customer service, AML, KYC, Compliance, Marketing, Banking Sales and Accounts. I am MBA finance qualified. I seek challenging opportunities where I can fully use my skills for the success of the organization.

Experience

- Derby Marketing LLC Dubai.(Channel Partner Emirates NBD)** 28 Jan 2023 - Till Date
Relationship Officer
 - Generating leads by cold calling and telesales.
 - Develop and maintain relationships with potential customers to achieve sales targets by selling credit cards, personal loans and opening individual bank accounts.
- Global Pak SMC Private Ltd.** 18 Jan 2018 - 22 Feb 2022
Accountant
 - Prepare daily and weekly cash Flow for Management.
 - Reviews and Post Accounting Entries and check petty expenses Bills and petty cash.
 - Bank Reconciliation and filling of Tax returns.
- Bank Alfalah Ltd Pakistan** 15 July 2015 - 28 Dec 2017
Cashier Remittances/Customer Services Officer
 - Provide fast and excellent customer service in a very professional way.
 - Collect all the supporting documents for the transactions conducted and arrange them keeping in files as per the uniform Filing system and AML policies of the bank.
 - Resolving customer complaints.
 - Respect office guidelines and clean desk policy of the bank.
 - Attend all telephone calls and to provide all information.
 - Provide adequate information as and when required by the Head Office, or any other department of the bank.
 - Promote and cross sell new products.
 - Remittances and cash management.
- Allied Bank LTD Pakistan** 27 Mar 2007 - 14 July 2015
Cashier/Customer Services officer
 - Performing cash transactions and remittances in system.
 - Complying with KYC, AML policy of the bank.
 - Cash management and customer service.
 - Handling Customer complaints.
 - Attending Bank's trainings.

Education

- National university of Modern Languages Islamabad** 2010
MBA(Accounting & Finance)

Skills

- Customer Services, Retail Banking, Teller services, Cash management, Sales, Team Player, MS office, Outlook, Team Leader, Office Management, Accounts, Interpersonal Skills, Complaint Management Skills, Cash Handling Skills, Cashier, Account Opening, Problem Solving,

Achievements & Awards

- Successfully Completed Trainings on KYC,AML and Customer Services.

Languages

- Urdu,Hindi,English

Personal Details

- Marital Status : Married
- Nationality : Pakistan
- Passport : BE5021492

Additional Information

Key Strengths

- Ability to work flexible Hours.
- Punctual and Enthusiastic.
- Positive attitude.
- Team player with strong organizational,problem solving and interpersonal skills