



# Nokhaiz Khan



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Dubai, United Arab Emirates

## LINKEDIN

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## SKILLS

### Technical Skills

- Cash Handling Proficiency and management
- Balancing and Reconciliation
- Vault and ATM balancing
- Customer Services
- Reporting and Documentation
- Transaction Processing
- Training and Development
- Cash Flow Management

### Soft Skills

- Leadership
- Strong communicator
- Effective delegation
- Time Management
- Organized and systematic
- Quick to adapt and pro-active in problem solving
- Experienced in working cross functional teams
- Multitasking
- Team player

## EDUCATION

**University of the Punjab |**  
*Lahore, Pakistan*  
Bachelors of Commerce  
2017-2019

**Virtual University of Pakistan |**  
*Faisalabad, Pakistan*  
Bachelor of Business  
Administration  
2022-Present

## SUMMARY

Banker by profession, having 3 years of experience, known for exceptional mathematical and analytical skills, backed by a steadfast dedication to delivering top-tier customer service maintaining a positive attitude, both personally and professionally. I am eager to be challenged in order to grow and expand on the skill set I have gained through my experience and aim to secure a position where I can align my ambitions with goals of the organization.

## EXPERIENCE

06/2022 - 08/2023

### Counter Services Officer

**Bank Alfalah Limited | Faisalabad, Pakistan**

- Efficiently manage and supervise all counter transactions, ensuring accuracy and adherence to banking standards
- Oversee the daily cash balancing process and reconcile discrepancies to maintain precise cash vault management
- Provide leadership and guidance to teller staff, offering training, performance assessments and addressing any issues that arises
- Handle complex or high-value transactions, ensuring compliance with regulatory requirements and internal policies
- Maintain a customer focused approach by addressing inquiries, resolving complaints and fostering positive interactions
- Collaborate with branch management to optimize staff scheduling, ensuring adequate coverage during peak times
- Monitor and maintain the security of the teller area, implementing measures to prevent fraud and unauthorized access
- Uphold a high level of professionalism and confidentiality when handling sensitive customer information
- Participate in regular audits and internal reviews to ensure compliance with operational and security protocols
- Stay updated on industry trends, regulatory changes and technological advancements to enhance operational efficiency
- Contribute to the development and implementation of process improvements to streamline counter services
- Assist in cross-selling banking products and services
- Prepare and submit reports on transaction volumes, cash balances and operational performance to branch management

12/2020 - 06/2022

### Branch Services Officer

**United Bank Limited | Faisalabad, Pakistan**

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## CERTIFICATIONS

Search Engine Optimization  
(SEO) 2022

Digital Marketing 2022

Graphics Designing 2022

- Adobe Photoshop
  - Adobe Illustrator
  - Adobe XD
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## ACCOMPLISHMENTS

- 'B' rating in Annual Appraisal  
2021

United Bank Limited

- '5' rating in Annual Appraisal  
2023

Bank Al-Falah Limited

- Providing excellent customer service by addressing inquiries, offering guidance on banking products and identifying opportunities for cross-selling
- Managing cash handling procedures such as deposits, withdrawals, fund transfers ensuring precise cash counts and reconciling daily transactions
- Upholding regulatory compliance standards and contributing to a secure banking environment
- Offering technical support for digital banking platforms and assisting customers with online services
- Collaborating with colleagues to maintain branch operations, including participating in audits and ensuring process adherence
- Staying updated on industry regulations and advancements through ongoing training and professional development
- Skillfully overseeing the day-to-day operations of the branch, ensuring all processes are executed smoothly and efficiently