



# Mubasher Nadeem

## CONTACT ME

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### Visa Status

Visit Visa(Valid until September 30)

### Address

St 1/1 Baniyas East 9 Abu Dhabi

## EDUCATION

### BBA(Honors)

#### University of Sialkot

2018 - 2022

### ICS

#### Punjab Group of Colleges, Sialkot

2016 - 2018

### IELTS

#### British Council

2022

## SKILLS

- Highly ethical & effective communicator .
- Knowledge of Banking Laws, Practices & Procedures, AML Policies, Front-end Compliance Duties & marketing knowledge.
- Negotiation skills.
- Creative in finding Solutions.
- Co-ordination skills.
- Motivated by challenges and tasks.
- Detail oriented.
- Certified in English Language.
- Customer friendly, working under pressure.

## WORK EXPERIENCE

FLA/Teller service officer

2022 - 2023

### ZeeQue Exchange | Sialkot, Pakistan

- Maintaining a positive, empathetic and professional attitude towards customers, Dealing Remittance Worldwide.
- Mastered Cash & Cheque Handling , WPS deposit and Withdrawal, Transfer of Funds.
- Funding, ATM Card Issuance, Encashment of ATM Cards.
- Cross selling & Up Selling of products eg, customer loyalty card, Travelez Card, National Bonds, Ezetop and Paykii.
- Flight Ticket Booking eg. Fly Dubai & Airarabia.
- Keeping records of customer interactions, transactions comments and complaints, Following up with Queries from Helpdesk, Customer Care, Compliance, Processing Department, Handling Refund and Reissue and Amendment Transactions, Dealing with difficult customers and finding solutions for their problems
- Making Branch Compliance activity reports and Replying to Compliance Team Queries, Solving None Receipt Claims & Complaints.
- Communicating and coordinating with colleagues, Meeting with deadlines, achieving Targets.
- Helping Branch to achieve Desired results and maintaining positive business relation with customers, Trading FCY

IT Project Assistant

2021 - 2022

### WpBrigade | Sialkot, Pakistan

- Defined project scope, objectives, and deliverables translating business needs into actionable project plans.
- Created and maintained project schedules, identifying critical milestones and dependencies.
- Conducted risk assessments and implemented effective mitigation strategies to minimize project risks.
- Assisted in planning, executing, and documenting testing phases within the project, including test case management.
- Provided end-user support during and after project implementation.

Junior IT Assistant

2020 - 2021

### BwLogics Software solutions | Sialkot, Pakistan

- Managed cross-functional teams of developers, engineers, and QA analysts, fostering collaboration and driving high performance.
- Coordinated the release and deployment of software applications, ensuring seamless integration with existing systems
- Implemented agile methodologies, such as Scrum or Kanban, to facilitate iterative development and ensure timely delivery
- Handled administrative tasks, including file organization, schedule management, and procurement support.
- Generated and distributed regular project status reports and updates to keep stakeholders informed about project progress.
- Stayed informed about relevant technologies and industry trends to provide insights

## **Known Softwares**

- JIRA
- HUBSTAFF
- ASANA
- TRELLO
- BASECAMP
- MS OFFICE
- HELP DESK
- AFEX by Alfardan Exchange

## **Projects**

### **Web Applications**

- AZDCS (Arizona Department of Child Safety)
- AZT (Arizona Tiles)
- Teaching channel
- ClearVoice (by Fiverr)
- WBsports
- Yaamava
- WCA

### **Mobile applications**

- Cygnus Kiosk
- Cyngus Restaurant App
- Lantis - Private messenger
- Fairscan
- IndusPickups
- Order-Up-Shop
- Alpha Black Car

## **Intrests**

- Sports (e.g. Football,Badminton, Snooker, etc.)
- Exercising, Jogging, Drawing.
- Coaching in Gym.
- Participating in the community.
- Blood Donation
- Organizing events or activities.
- Reading Novels, Learning new skills
- Progressing & Self-development.

## **Expertise**

- Project Management: Managed projects by using management tools including JIRA, HUBSTAFF, and BASECAMP.
- Documentation and Reporting: Made tracking sheets that include information on the project that a developer needed.
- Agile and Waterfall Methodologies: Used Agile methodology to control and manage the working flow.
- Communication and Interpersonal Skills: Communicate with the team using Slack, avoid communicating verbally.
- Time Management: Managed the given tasks promptly by using different software.
- Microsoft Project: Kept records by using Microsoft Excel.
- JIRA: Integrating JIRA with different apps including Slack and Microsoft Teams makes it easier to manage the projects.
- Risk Management: Identifying, assessing, and mitigating potential project risks to ensure successful outcomes.
- Problem Solving: Analyzing issues, finding solutions, and troubleshooting when challenges arise during a project.
- Quality Assurance: Ensuring that project deliverables meet established quality standards and specifications.
- Organizational Skills: Efficiently managing project resources, documentation, and tasks.
- Attention to Detail: Thoroughly reviewing project components to prevent errors and ensure accuracy.
- Team Collaboration: Working effectively with team members, stakeholders, and other departments to achieve project goals.
- Analytical Thinking: Utilizing data and critical thinking to make informed decisions and solve complex problems.

## **Certifications**

- Certificate of Google Project Management
- Certificate of Google Business Intelligence
- Certificate of Brand Management by University of London
- Certificate of Social Media Marketing ( Offered by PSDF)

## **Languages**

- English (Proficient)
- Urdu (Native)
- Hindi (Fluent)
- Arabic (Beginner)

## **Reference**

Reference will be available upon request