



# Sultan Beburg Ali

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**CAREER OBJECTIVE:** To find a challenging position to meet my competencies, capabilities, skills, educations and experiences.

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## SUMMARY PROFILE:

- Dedicated and results-oriented professional with a diverse background in customer service, relationship manager, and assistant accountant. Over the years, I have consistently demonstrated exceptional communication and interpersonal skills, a strong commitment to customer satisfaction, and a keen eye for financial management. My experience spans across renowned institutions like Bank Alfalah, Standard Chartered Bank, and TESORO Bakers, equipping me with a valuable skill set for delivering excellent customer service, fostering client relationships, and managing financial operations.
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## CONTACT

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**Visa Status:** Visit Visa

**Nationality:** Pakistan

**D.O.B** : 05-12-1997

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## SKILLS

- Counter staff/ Teller/ Cashier
  - Sales experience with a strong ethic
  - Excellent customer service-oriented.
  - Sales tracking and supporting sales staff.
  - Passionate, focused, and Forward-thinking...
  - Report writing skills
  - Account management
  - Excellent communication skills
  - Microsoft Office
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## LANGUAGES

- English (Advanced)
  - Hindi (Advanced)
  - Punjabi (Advanced)
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## WORK HISTORY

**Bank Alfalah Islamic -** (Current Job)

04/2019 to 06/2023

**Customer Service Officer –** Pakistan, Lahore

- Maintenance of cash in/cash out register.
- Cash transactions handling with cash management cells or the main branch.
- Monitor cash sorting in strict adherence to SBP's procedures and guidelines.
- Balance the cash books before leaving the seat during the day and the day end.
- Monitor and maintain the cash deposit ratio (CDR) of the branch within the prescribe limits set by the bank; adherence to the cash management system.
- Assist the cashiers in their daily transactions and effectively resolve any problems arising from interactions with internal and external customers.
- Ensure that books are balanced and reconciled with G/L balances and physical cash.
- Monitor FCY cash for proper disposition.
- Transport of cash from and to vault room & supervise cash handling by Security Company transporting cash.
- Verify cash sheets of cashiers and supervise withdrawal above prescribed limits.

## **EDUCATION**

**Allama Iqbal Open University**  
**Bachelor of Arts (B.A) - 2021**  
Islamabad City, Pakistan

### **Allama Iqbal Open University**

**Fine Arts Faculty of Arts (F.A)-2019**  
Islamabad Punjab, Pakistan

### **Govt High School**

**Matriculation (Matric) – 2015**  
Lahore Punjab, Pakistan

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## **Standard Chartered Bank -**

03/2017 to 08/2018

**Relationship Manager – Pakistan, Lahore**

- Establishing & Managing customer's relationship and Obtaining selling techniques with more effective manners with corporate and SME sector.
  - Responsible to guide customers about SCB products, bank's policies and requirements regarding different types of accounts.
  - Responsible to guide customers to accomplish customers banking needs and requirements by providing those required products and services according to their needs and requirements.
  - Replying to customer's queries regarding account opening forms.
  - Account opening/scrutiny of Account Opening form, receipt of initial deposit, input into the system, generation of account number.
  - To make sure that required KYC documentation, as required under prudential regulations, is obtained, properly kept in record and fed into the system.
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## **TESORO Bakery and Production -**

05/2015 to 02/2017

**Assistant Accountant** Lahore, Pakistan

- Assisted senior accountants in preparing financial statements, income statements, and balance sheets.
  - Managed accounts payable and accounts receivable, ensuring timely and accurate processing of invoices and payments.
  - Reconciled bank statements and resolved discrepancies.
  - Prepared journal entries and maintained general ledger accounts.
  - Assisted in the preparation of tax returns and complied with all tax regulations.
  - Conducted financial analysis and provided recommendations for cost-saving measures.
  - Collaborated with cross-functional teams to ensure accurate financial data and reporting.
  - Participated in the month-end and year-end closing processes.
  - Processing and recording transactions and verifying, and posting receipts for goods sold or services rendered.
  - Working with the collections department to review accounts and client payment and credit history to develop new or better repayment terms.
  - Researching and resolving account discrepancies.
  - Maintaining records regarding payments and account statuses.
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## HOBBIES AND INTEREST

- Net surfing, cricket and music.
  - Watching movies and reading books.
  - Have a circle of friends and acquaintances for holding discussions and other activities,
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## ACHIEVEMENTS

- Islamic Banker Certification Level-I 2023 (Bank Alfalah).
  - The Top Performer Award for Country Wide Rank No 5th 2022 (Bank Alfalah).
  - The Top Performer Award for Region Wide Rank No 1st 2022 (Bank Alfalah).
  - Certificates of appreciation for achieving extra ordinary results in cross selling products (Standard Chartered Bank).
  - Centurion Club Award 2020 (Bank Alfalah).
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I hereby certify that the above information is true and correct to the best of my knowledge and belief.

Sultan Beburg Ali.