

# NORAIZ IBRAHIM

BANKER | ASSOCIATE MANAGER | ACCOUNTANT

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Pakistan (Punjab)

## SUMMARY

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- I am an accomplished Operation Manager with 5 years of experience in the Banking Industry.
- I am currently serve as an Operations Manager at Allied Bank Limited.
- Where I am responsible for overseeing the day-to-day operation of the Bank's various Departments.
- Throughout my career, I have demonstrated a strong ability to optimize processes and streamline operations resulting in increased efficiency and productivity.

## PERSONAL DETAILS

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- DOB : 01.08.1997
- Nationality | Pakistani
- Martial Status | Single
- Visa Status | Visit Visa
- Notice Period | Immediately
- Passport Number | CV1020592
- Passport Exp Date | 04 JUN 2028
- Current Location | Dubai – UAE

## EDUCATION

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2014 – 2018

**UNIVERSITY OF EDUCATION**  
**LAHORE, PAKISTAN**

Bachelor of Business Administration (Finance)

## EXPERIENCE

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08/2022 – Current

**ALLIED BANK LIMITED**

**Operations Manager/ Banking Service Manager**

- Budgeting
- Risk Management
- Strategic Planning
- Customer Services
- Process Improvement
- Resource Management
- Performance Management

05/2019 – 07/2022

**ALLIED BANK LIMITED**

**Banking Service Officer**

- Payroll sheet
- Customer Services
- Interbank funds transfer

- Managing branch expenses and premises
- Inward and outward clearing through NIFT
- Account opening (individual, Corporate, and Pensioners)

12/2018 – 04/2019

#### **ALLIED BANK LIMITED**

##### **Management Trainee Officer**

- Ensure correct and timely reporting
- Participating in the recruiting process
- Assist with the onboarding of new employees
- Communicate effectively with all staff members
- Provide support to the senior management team
- Ensure proper documentation and training of employees
- Drive daily Operations and services of all areas of business
- Develop and maintain positive working relationships with all key stakeholders

06/2017 – 07/2017

#### **UNITED BANK LIMITED**

##### **Internship**

- Core banking
- Account opening
- Customer services
- Conducting Research
- Assisting with customer services
- Participating in human resources

#### **TRAINING COURSES | CERTIFICATES**

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- |  |                                  |
|--|----------------------------------|
| • Customer Services  | • Microsoft Office               |
| • Customer Service Mindset                                   | • Service Standards              |
| • Fair Treatment Of Customer                                 | • Gender Sensitivity             |
| • AML/CFT Assessment/ Training                               | • Branch Service Health          |
| • Information Security Awareness                             | • Persons With Disability        |
| • Handling Difficult Customers And Complains                 | • Information Security Awareness |
| • Information Security Awareness Program (Pishing Awareness) |                                  |

#### **SOFT & TECHNICAL SKILLS**

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|---------------------------------------|-------------------|
| • Goal Oriented                       | • Leadership      |
| • Critical Thinking                   | • Quick Learner   |
| • Microsoft Office                    | • Self Motivated  |
| • Financial Management                | • Problem-Solving |
| • Temenos Globus T24 Banking Software | • Time Management |

#### **LANGUAGES**

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- |           |        |         |
|-----------|--------|---------|
| • English | • Urdu | • Hindi |
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