

Saud Khan

Senior Teller & Branch Service Officer



EXPERIENCE

Senior Teller and Customer Service Officer (CSO)

Bank Alfalah . Nov 2022 - Present

- Process all Outward and Inward Payment Orders, including their preparation and verification.
- Manage the processing of payments conducted through our Correspondent Banks for various currencies.
- Address and resolve day-to-day operational queries from branches, Accounts & Finance, Compliance, and senior management concerning exchange transactions.
- Handle and resolve inquiries from the call center, customers, and branches, providing updates on transaction and remittance statuses.
- Contribute to ongoing system enhancements and process improvements.

Teller and Cashier

Allied bank . Oct 2019 - Oct 2022

- Process customer transactions accurately, including deposits, withdrawals, exchange and fund transfers.
- Handle various forms of payment, account services , such as cash, credit/debit cards, and mobile payments, while ensuring correct change is provided.
- Provide excellent customer service by greeting customers, addressing inquiries, and resolving issues professionally.
- Follow strict cash-handling procedures, maintain cash drawer accuracy, and keep meticulous records of transactions.
- Adhere to security measures to prevent theft, fraud, and loss prevention.
- Cross-sell relevant bank products (for Tellers) or handle returns and exchanges (for Cashiers) following organizational policies.

Status: Visit Visa

saudkhanjadoon@gmail.com

+971 551 862095

Tools & Technologies

TEMNOS T24
Ms Office
Ms Excel
CDM Replenishment
ATM Replenishment
CRM Software
Online and Mobile Banking

Skills

Cash Handling
Cash Balancing
Audit Preparation
Report Generation
Balance reconciliation
Account Management
Documentation
Banking Products
Communication
Teamwork

Languages

English
Urdu

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Teller

Muslim Commercial Bank (MCB) . Sep 2018 - Sep 2019

- Provide financial services to customer by helping them choose the right financial products.
- Process transactions, including cash deposits, withdrawals, check and fund transfers, accurately and efficiently.
- Provide currency exchange services to customers, ensuring that exchange rates are up to date and accurate.
- Assist customers with account-related services, such as updating account information, ordering checkbooks, and providing balance inquiries.
- Maintain accurate records of all transactions and ensure proper documentation and filing.

EDUCATION

MBA 1.5 - Master of Business Administration - HR

Abbottabad University of Science and Technology (AUST)

2016 - 2018

BBS in Finance

Hazara University

2014 - 2016

B.Com - Bachelor in Commerce

Hazara University

2012 - 2014

SUMMARY

Profile Objective

I am actively seeking suitable employment in an organization where mutual respect and recognition are grounded in professionalism, and where I can effectively apply and optimize my skills.

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