

Arslan Rasheed



PERSONAL INFORMATION:

Father's name Abdul Rasheed
Date of Birth October 25, 1993
Nationality Pakistani
Marital status Single
Driving license Yes

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OBJECTIVE:

Utilization of my academic skills in enhancing and upgrading multifarious development standards through practical exposure, which in general will facilitate the youth of the country and specifically, provide me with an expertise towards the emerging trends in management.

PROFESSIONAL EXPERIENCE:

1) Customer Service Officer / Teller at Al Fardan Exchange(Dec 2021 - Present)



◇ Roles & Responsibilities

- Meeting Customers, identifying their requirements in order to maintain good relation with them and assuring high quality of services to them.
- Handling of day end operations on daily basis for tallying cash, draft and other allied products.
- Change Currencies of different countries against Dirham or vice versa (Sales/Purchase). And aiming at highest profit on every transaction by varying the rates.
- Process Remittance e.g. Bank Transfer/Cash Payout (Western Union/Express Money)
- Process Corporate Transactions for corporate customers.
- Process transactions related Credit Card, Utility Bill Payments, Tickets etc
- Salary disbursement through SMART PAY SOLUTIONS with the directives of UAE Ministry of Labor and Wages Protection System (WPS).
- Educating the customers about the benefits of new products introduced into the market by the company(Cross Selling).
- Resolve customer complaints if they have any (Credit Status Inquiries/Cancellation).
- Maintain Cash in morning and tally at the day end.
- Supervision of customer related issues & complaints

2)Customer Service Associates / Teller at Joyalukkas Exchange(Dec 2018 - Nov2021)

◇ Roles & Responsibilities

- Handling of day end operations on daily basis for tallying cash, draft and other allied products.
- Change Currencies of different countries against Dirham or vice versa (Sales/Purchase) and aiming at highest profit on every transaction by varying the rates.
- Process Corporate Transactions for corporate customers.
- Process transactions related Credit Card, Utility Bill Payments, Tickets etc
- Educating the customers about the benefits of new products introduced into the market by the company.
- Resolve customer complaints if they have any



3) Pak Gulf Construction Limited as H.R Assistant(February 2018 - May 2018)

◇ Roles & Responsibilities

- Design compensation and benefits packages
- Implement performance review procedures (e.g. quarterly/annual and 360° evaluations)
- Develop fair HR policies and ensure employees understand and comply with them
- Implement effective sourcing, screening and interviewing techniques
- Assess training needs and coordinate learning and development initiatives for all employee
- Monitor HR department's budget
- Act as the point of contact regarding labor legislation issues
- Manage employees' grievances
- Create and run referral bonus programs
- Review current HR technology and recommend more effective software (including HRIS and ATS)
- Measure employee retention and turnover rates
- Oversee daily operations of the HR department



3)United Bank Limited (UBL) as Personal Banker(November 2014 - December 2016)

◇ Roles & Responsibilities

- Provides account services to customers by receiving deposits and loan payments;
- cashing checks; issuing savings withdrawals; recording night and mail deposits; selling cashier's checks, traveller's checks, and series e bonds; answering questions in person or on telephone; referring to other bank services.
- Records transactions by logging cashier's checks, traveller's checks, and other special services; preparing currency transaction reports.
- Cross-sells bank products by answering inquiries; informing customers of new services and product promotions; ascertaining customers' needs; directing customers to a branch representative.
- Completes special requests by closing accounts; taking orders for checks; opening and closing Christmas and vacation clubs; exchanging foreign currencies; providing special statements, copies, and referrals; completing safe-deposit box procedures.
- Reconciles cash drawer by proving cash transactions; counting and packaging currency and coins; reconciling loan coupons and other transactions; turning in excess cash and mutilated currency to head teller; maintaining supply of cash and currency.
- Complies with bank operations and security procedures by participating in all dual-control functions; maintaining customer traffic surveys; auditing other tellers' currency; assisting in certification of proof.
- Maintains customer confidence and protects bank operations by keeping information confidential.
- Contributes to team effort by accomplishing related results as needed.



4) Pakistan Telecommunication Company (PTCL) as H.R Trainee(July 2013 - August 2013)

◇ Roles & Responsibilities

- Plan, develop, organize, implement, direct and evaluate the company's human resource function and performance
- Employee welfare (Employee bonus, Retirement, Financial support)
- Medical benefits (SAP, Issuance of medical care, Medical board, shifting of medical facility, Medical bill, Medicine bill)
- Leaves (regular employees leave, contractual employee leaves, earned leave on full pay, earned leave on half pay, extra ordinary, medical leave, casual leave,
- Disciplinary cases (promotional case, civil case, land case, criminal case, and consumer case)
- Admin (Recruitment, Purchases, Internships)



PROFESSIONAL QUALIFICATION:

- **Master in Business Administration (MBA) in Human Resource with 3.4 CGPA**
(Shaheed Zulfiqar Ali Bhutto Institute of Science and Technology (2017-2018))
- **Bachelor in Business Administration (BBA Hons.) in Human Resource with 3.27 CGPA**
(The Islamia University of Bahawalpur (2010-2014))
- **INTERMEDIATE from BISE Bahawalpur (2009)**
- **Higher Secondary School from BISE Bahawalpur (2007)**

AWARDS & ACHIEVEMENTS:

- Achieve nominated position in X-culture global collaboration
- ADD competition
- 1st position in total quality and management process competition in 2013 (Islamia University of Bahawalpur)
- 1st position in documentary project about entrepreneur in 2014 (Islamia University of Bahawalpur)
- Worked on a project to help a person to start a new business to become entrepreneur
- Conducted seminars during graduation
- Highly appreciated in research on business plan on starting a new business ever in Pakistan about extracting oil from rice bran

RESEARCH & PUBLICATIONS:

- Customer's Purchase Intention of Counterfeit Mobile Phones in Pakistan (Journal of public administration and governance)
- Thesis on Professional development of teachers in Pakistan

COMPUTER PROFIECIENCY:

Sr. No.	Software Package	Proficiency
1	MS Excel, Power Point, Word	Moderate

LANGUAGES:

Sr. No.	Language	Proficiency			
		Listening	Writing	Speaking	Reading
1	English	Advance	Advance	Moderate	Advance
2	Urdu	Advance	Advance	Advance	Advance
3	Hindi	Advance	Beginner	Advance	Beginner
4	Punjabi	Advance	Advance	Advance	Advance