

# Zeeshan Anwar

Universal Service Officer

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Al Yousaf Tower , JVC Dubai  
Tourist Visa 8Nov-5 Jan



## Objective

Seeking a position as a dedicated Banking Professional, utilizing my skills in financial analysis, customer service, and risk management to provide exceptional banking solutions, foster client relationships, and contribute to the growth and success of the financial institution

## Expertise Skill

- Teller Services
- Internal Audit
- Cash Management
- Team Collaboration
- AML/ CFT Compliance
- Technology Proficiency
- Relationship Management
- Multitasking and Prioritization
- Financial Services Knowledge

## Education

- 2011-2015 CGPA 3.36/4  
BS- Banking & Finance  
Abdul Wali Khan University  
Mardan

## Certifications

### MCB Bank:

- AML-CFT Certified
- Certified Bank Teller
- Mortgage Banker And Broker
- MPMG Housing Finance

## Language

- English

## Work Experience

### ● Universal Service Officer (OG-II)

MCB Bank LTD | 2021-2023

- **Cash Handling Expertise:** Proficiently handle cash transactions with accuracy and accountability.
- **Account Handling and Transactions:** Manage account services, process transactions (cash, checks, transfers), and oversee ATM operations efficiently
- **Sales and Cross-Selling:** Promote and cross-sell diverse banking products to meet sales targets and fulfill customer needs
- **Regulatory Compliance:** Ensure adherence to bank policies and regulatory guidelines to mitigate risks and maintain compliance.
- **Customer Service Excellence:** Deliver exceptional service by addressing client queries, offering product information, and ensuring customer satisfaction
- **Financial Advisory Services:** Offer basic financial guidance to customers on suitable products and money management.
- **Technology Proficiency:** Utilize banking software and CRM systems effectively for streamlined service delivery.

### ● Teller Service Officer (OG-III-IV)

MCB Bank LTD | 2016-2021

- Regulatory Compliance
- Balancing and Reporting
- Cross-functional Support
- Financial Products Knowledge
- Cash Handling and Transactions

### ● Junior Accountant

Ruba Digital PVT | 2015-2016

- Financial Data Management
- Accounts Payable and Receivable
- Assist in Budgeting and Forecasting