

JAWAD ALI

Personal Information:

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Objective:

To learn and develop the abilities of working in a competitive environment for a brilliant career, where job focuses on hard work and target achievement with career growth. My Master of Science in Management Sciences with a specialization in finance and my 6 years of proven expertise as an operations manager in the commercial banking industry, along with 2 years of successful experience in sales and business development & customer services within the same sector capable me to contribute my strategic financial acumen, leadership skills, and business acumen to drive growth, optimize operations, and deliver exceptional value to a progressive institution.

Work Experience:

- **IB Window Officer (Customer Service Officer)**

Bank Al Habib since 18-Apr-2022 till date

This position is specially designed to provide a one window operations to customers in a market where the existing branch is not getting the desired results. The designation was led by a team of business development officers to achieve targets of deposits and credits, by providing on window service to customers. Due to strong operational knowledge and effective skills of customer dealings and supervisory abilities, I was always up to the mark and achieved desired results.

- **Branch Operations Manager**

Habib Bank Limited since 12 Jul 2019 to 16-Apr-2022.

Operations Manager is a position where one has to look after branch day to day activities, oversees administration and provides support to relationship managers of retail banking. The position is also responsible for smooth operations and the procedures are being followed as laid down in operations manual & compliance policy. Operations manager is liable to provide high level of customer service on the floor of branch to each and every customer and prompt solutions of problems if any customer has facing.

- **Manger Teller Service (Cash Counter Supervisor)**

Habib Bank Limited since 19 Oct 2018 to 11 Jul 2019.

Manage and supervise all cash counter transactions including cash transactions, transfer and clearing. Provide a better customer services to clients, by offering different products of bank like car loan, credit cards and other products according to their needs. MTS is also responsible to keep eye on counter staff, provide assistance, reporting to middle management.

- **Cash Officer**

Habib Bank Limited since 21 Apr 2016 to 18 Oct 2018.

Responsible for day to day management's cash flow. Ensure water tight controls in cash processing and disbursements are maintained. Ensure that central cash holding limits are kept within tolerance levels and branches guided accordingly to optimize cash movement activities. Alertness to risk of money laundering by following SOPs & combating it by reporting suspicious transactions, safeguarding records and not disclosing suspicious to customers. Maintaining supplies of cash to ATM, to give good service to all clients, ensue proper diagnosis on ATM status and promptly report to service provide any known problems on ATM.

Educational History:

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|--------------------------|-----------------------------|
| • MS Management Sciences | City University of Peshawar |
| • Master of Commerce | University of Peshawar |
| • Bachelor of Commerce | University of Peshawar |
| • Diploma in Commerce | Technical Board of Peshawar |

Computer Skills:

- Hands on Oracle Financials.
- Working command on Microsoft Office packages like MS word, MS Excel, MS Power Point.
- MYSIS (HBL software).
- AHS (Bank Al Habib Software).
- Working Knowledge of Internet Surfing.
- Emailing & Typing.

Diploma:

One year Diploma in Information Technology.

Certificates:

- Certified Cash Officer.
- Certified Branch Operations Manager.
- Certified Account Opening Officer.
- Anti-Money Laundering.
- Fair Treatment of Customer FTC.

Key Strength:

- Possess strong analytical, communication & writing skill.
- Delegated responsibly of for all aspects of the office's technical & physical infrastructure.
- Budget Administration.
- Decision making skill.
- Adaptability & Flexibility.
- Looking after daily work transactions.
- Checking daily all staff work and communicate their mistakes if any with them.
- Understanding of Group dynamics.
- Meeting deadlines under pressure.
- Leading the team of operations & sales for achieving the desire results.
- Problem solving skill.
- Ability to read customer and understating the need of particular customer.
- Negotiation Skill.