



Contact

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Address

Sialkot, Pakistan

Personal Info

Father's Name : Sajjad Zahoor

Date of Birth : 26-Nov-1989

Religion : Islam

Nationality : Pakistan

Expertise

- Customer Service
- Performance Management
- Mentoring Support
- Service Operations
- Compliance Adherence
- Relationship Building
- Business Development
- Retail Banking
- Communication Skills
- Microsoft Office Suite
- Operating Systems
- Web Research

Languages

- English
- Urdu
- Punjabi

ZEESHAN ZAHOOR

Operational Manager

A skilled banking and finance professional with a diverse educational background, holding an MBA and B.COM. Currently serving as an Operation Manager at Alfalah Bank Limited, bringing a wealth of experience. Over the past six years, excelled as a Branch Services Manager, showcasing expertise in navigating operational intricacies, enhancing customer service, and driving business development. Proven track record in performance management and ensuring compliance with industry regulations. Recognized for fostering strong relationships and effectively sharing knowledge within the organization.

Education (ALL DEGREES ARE ATTESTED AS PER UAE LAW)

Master of Business Administration (MBA)

Virtual University of Pakistan

2019

Bachelor of Commerce (B.COM)

University of Punjab, Lahore, Pakistan

2012

Experience

June 2023 – Present

Alfalah Bank Limited, Pakistan

Operational Manager

- Managed a range of cash-related transactions, including cash receipts, payments, denomination exchanges, credit card payments, fee payments, cash advances, and utility bill receipts, adhering to the bank's policies and procedures with approved Turnaround Time (TAT).
- Oversaw various banking operations such as account transfers, GL FTS transactions, home remittances, clearing/collection transactions, issuance of Bankers Cheques (PO/DD), and handling of ATMs. Ensured compliance with the bank's policies and procedures within approved TAT.
- Maintained meticulous records and reconciled transactions daily, including reconciling outstanding OBCs, nullifying applicable GLs, managing prize bonds, petty cash, and balancing cash books. Prioritized proper storage and handling of security stationary and effectively managed the Branch Vault.

June 2016 – May 2023

Allied Bank Pvt. Ltd, Pakistan

Branch Services Manager

- Currently ensuring timely and accurate periodic reporting and statements to higher offices and Centralized Reporting Departments, while balancing Money Gram transactions and overseeing the scanning of all branch vouchers in PMS for accurate record-keeping, including monthly KYC updates.
- Actively managing and supervising administrative and HR matters of the branch, effectively disseminating up-to-date information to staff regarding BAL's policies, procedures, SBP's guidelines, and AML policies.
- Implementing strategies to improve the branch's audit rating and emphasizing due diligence of transactions in compliance with AML policies and prudential regulations. Continuously managing and optimizing operational standards and procedures to ensure an effective audit and control environment, aligned with BAL policies and SBP regulations.