

Hafiz Muhammad Salman

(Teller Service Officer)



SS Lotah Building, Deira, Dubai.



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MCB Bank Limited.

MCB Bank Limited is a Pakistani multinational commercial bank which is based in Lahore, Punjab, Pakistan.

About Me:

To pursue my career in a highly motivational organization, where I can utilize my professional experience and knowledge to achieve entity's objective and personal growth.

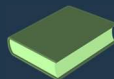
Soft Skills:

Time Management
Analytical Thinking
Problem-Solving
Active Listening
Business Knowledge
Stress Handling

Hard Skills:

Cash Management
Customer Service
Cash Reconciliations
Team Work
Oracle
Oracle & MS-Excel

Interest & Hobbies:



Personal Details:

D.O.B: 13-Sept-1996

Passport No: KX5756151

In Dubai: From 15-Nov-23

Joining: Immediate

Nationality:

Marital Status: Single

Language:

- Urdu Native
- English Conversation Level
- Panjabi Expert Level



TSO (Teller Service Officer) Sep-2022 to Sep-2023

- Perform transactions i.e. accepting deposits & loan payments, Cash Chq.
- Check the customer's requirements & suggest products and services which can help them.
- Aid customers to finding relevant and required information.
- Actively work towards maintaining customer relations and satisfaction.
- Research and resolve payment discrepancies.
- Cross-sell other products and services.
- Market alternate channels and make sales referrals.
- Maintain accounts receivable customer files and records.
- Actively watch out for fraudulent practices and manage any risks that may arise.
- Ensure regulations and policies are upheld.
- Investigate and resolve customer queries.



ASKARI Bank Limited

Askari Bank Ltd, formerly Askari Commercial Bank, is a commercial and retail bank in Pakistan

BSO (Branch Service Officer) Mar-2021 to Aug-2022

→ Customer services

- Receive and handle customer's queries/complaint promptly.
- Develop and maintain strong relationships with clients and act as contact.
- Ensure to provide high-quality services to clients and meet their needs.

→ Account services

- Responsible for account opening/ maintenance services for all segments as checkers.
- Attend to customers and stakeholder queries and/ or requests assist to resolve issues.
- Ensuring and monitoring the number of applications processed within the day to meet SLA.
- Exercise vigilance when performing duties, unusual and suspicious transactions.
- Comply with established operational control and audit procedures.

→ Management support

- Monitoring and maintaining team member's performance.
- Assist manager on operation activities and give suggestion/initiative for improvement.
- Perform daily/ monthly reports and reconciliation.



ZONG Telecommunication Pvt Ltd

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Customer Representative Jun-2019 to Dec-2020

- Manage large amounts of incoming phone calls
- Generate sales leads
- Identify and assess customers' needs to achieve satisfaction
- Meet personal/customer service team sales targets and call handling quotas

Education:

- Bachelor in Commerce 2018
- Intermediate 2015
- Matriculation 2013

