

RESUME



IFTIKHAR ALI ANJUM

Deira, Dubai
United Arab Emirates

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Mail:
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Date of Birth:

11-09-1989

Nationality:

Pakistani

PassportNo:

BP1782282

Hobbies:

Welfare, Cricket.
Internet usage, Books
Reading

Languages:

English
(Medium of Instruction)
Urdu
(National Language)

OBJECTIVES:

To seek a job in an organization where I can learn and utilize my skills in the interests of the organization and to grow professionally with increasing responsibilities.

PROFESSIONAL EXPERIENCE:

Operations Manager
JS Bank Limited Pakistan
Jul 2021 To 31 Oct 2023

Key Responsibilities

- Preparing Bank reconciliation.
- Reporting audit finding to audit committee.
- Preparing account receivable report on monthly basis.
- Responsible for managing day to day accounting entry.
- Consumer Financing.
- Overseeing daily operations, including office management, invoicing, dispatch operations, returns management, etc.
- Ensure all operations are carried on in an appropriate, cost-effective way.
- Implementing policies and procedures in true spirit for optimizing operational efficiencies for avoiding any audit objection & to comply with regulator SOP's.

Operations Manager
Habib Bank Limited Pakistan
Jan 2018 Jul 2021

Key Responsibilities

- Generating monthly management report using MISYS, balance sheet & Cash flow statement.
- Petty cash reporting on monthly basis.
- Payroll management of Janitorial staff & Tea boys.
- Documentation of all financial transaction.
- WHT (Withholding Tax) reporting on monthly basis
- Analyzed current operations activities and identified areas for improved efficiency.
- Mentored team members to implement process improvements within their respective roles.
- Implementation of SOP's to ensure standardization of operational protocols across departments.
- Fulfill customer needs & follow up for excellent services.

Cash Officer
Habib Bank Limited Pakistan
Dec 2014 To Dec 2017

Key Responsibilities

- Processed daily client transactions, including cash deposits, withdrawals, money transfers, loan payments etc.
- Accurately maintained records of each transaction and ensured all documentation and paperwork was in place and within compliance.
- Assisting clients with various questions and concerns related to their accounts.

- Helped customer open and close checking accounts.
- greeting customers, collecting payments, using scanning devices,
- answering to customer inquiries, accepting customer returns, and counting the money in the cash drawer

Customer Services Executive (Internee)

Ufone Telecom

May 2012 To Nov 2012

Responsibilities

- Customer assistance.
- SIM Activation/deactivation.
- Record keeping of daily sales invoices.

Customer Services Officer

Bonita Travel & Tours

Jun 2009 To Feb 2010

Responsibilities

- Answered service questions and offered information on related services.
- Maintained a customer account information database (incl. canceling and updating customer accounts).
- Receiving feedback from customer regarding services.
- Booking, confirming and canceling air tickets.

Trainings

- Fair Treatment to Customers (FTC)
- Aspire Operations Manager Certification
- Creative Stress Management Program
- Gender Diversity
- AML/CFT
- Cash officer Training
- ATM Management
- Anti-Bribery and Corruption

Skills

- Operational planning with comply regulator SOPs
- Accounting & finance
- Leadership and management
- Administration & supervision
- Excellent customer services
- Human resource management
- Cash Handling
- Documentation
- Team building and management.
- Professional proficiency in MS Office (Word, PowerPoint, Excel).
- Departmental coordination.
- Adept at building relationships with internal & external stakeholders

Awards

- Best teller Award Mardan Region

QUALIFICATION:

Bachelor Of business Administration (HONS)

Preston University Kohat Pakistan

2010 to 2014