



Sami Ur Rehman

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Current Location: Dubai UAE

Objective:

To seek employment for suitable position in any organization where mutual respect recognition is based on professionalism and an environment where my skills can be properly utilized and optimized.

Job Experience:

Cash Officer / Teller / Customer Service **Habib Bank Limited** April 2019 to Nov 2023

- Customer Services
- Control and Compliance
- Operational Execution

Education:

Bachelor in Business Studies: [University of Haripur] [2018]

Bachelor in Economics & English Literature: [University of Haripur] [2016]

Trainings & Certifications

- Gender Diversity, HBL Fair Treatment to Customers,
- AML-CFT eLearning Module,
- Anti-Bribery and Corruption eLearning,
- iSecure HBL (Phase 4) eLearning,
- HBL's Code of Ethics and Business Conduct eLearning,
- Sanctions eLearning Module, Whistleblowing Program eLearning module,
- Understanding and Handling Harassment at the Workplace,
- Operational Risk Management Awareness eLearning Module,
- Sanctions eLearning 2021,
- AML-CFT eLearning Module 2021,
- Compliance Risk Management eLearning,
- Fraud Risk Awareness eLearning Module 2021,
- Disability Inclusion eLearning Module, Code of Ethics & Business Conduct eLearning,
- Creative Stress management Program,
- Aspire Learner Tellers Certification.

Experience Detail:

Job Description:

Customer Services

Error free execution of all customer/branch based financial (cash receipt and payments) and all other non-financial transactions as per delegated authority and SOPs, to ensure accurate processing and optimum level of customer satisfaction.

Maintain customer confidence and protect bank operations by keeping information confidential.

Adherence of key soft skills: thank clients, maintain eye contact, invite them back etc.

Meeting TATs (Turn Around Time) for transaction processing

Control and Compliance:

Highlights:

- Results-oriented
- Diligent and organized
- Ethical and loyal
- Punctual
- Flexible
- Team player
- Technologically competent.
- Honest
- Resistance to stress
- Good manners

Personal Information:

- **DOB:** 17th April 1994
- **Gender:** Male
- **Marital Status:** Single
- **Nationality:** Pakistan
- **Religion:** Islam
- **Contact:** +971-56-2699293

Skills:

Computer skills:

MS Word, PowerPoint, Excel, Outlook, Banking software's, SigCap, CBS, Mysis.

Banking:

Customer service, Numeracy skills, negotiation, Cash handling, Cash Management
Excellent communication skills and comfortable with working in a team.

Languages:

English: **Good**
Urdu/Hindi: **Native**
Arabic: **Basic**

Hobbies:

- Football.
- Cricket.
- Internet Browsing.
- Movies.
- Reading Articles & Blogs.
- Following Technological Forums
- Explore Nature and Cultures.

Implement all processes as per priority segment's Standard Operating Procedures and agreed KPIs in order to ensure adherence to the policies and maintain branch performance.

Check and monitor the assigned branch operational reports to mitigate operational risk and help with the branch in attaining satisfactory audit rating

Branch Security:

Safeguard the cash vault, stationery and ATM, while processing transactions, in order to maintain security and reduce the bank's exposure to undue risk.

Report suspicious transactions to the Branch Operations Manager or Floor Manager as and when required, to ensure further escalation to compliance in a timely manner.

Ensure all charges are recovered as per Schedule of Bank Charges (SOBC) from customers to avoid any financial loss.

Reporting

Maintain all cash related MIS / Cash Transactions Reporting on a timely basis as per defined policies, for facilitating reporting to the regulatory bodies (SBP) and senior management

Operational Execution:

Maintain cash in hand and Vault in accordance with State bank's clean note policy and assigned cash-in-safe limits, to avoid regulatory penalties / payment of excess premium and to attain satisfactory audit ratings

Ensure cash balancing are reconciled with cash on hand GL in all currencies to mitigate cash differences.

Ensuring transactions are complete and recorded with proper verification of documents and supporting documents from supervisor/customer.