

ABDUL SHAKOOR



CONTACT

📍 Address: International City
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Religion : Islam

Nationality : Pakistani

Gender : Male

OBJECTIVE

I am a positive energetic and enthusiastic individual with good communication skills who enjoys variety of challenges and being an effective team member.

To innovate things is my hobby. I always try to find optimum solution to difficult problems and making best use of available resources and techniques.

I am currently seeking to build my career on the basis of quality education and practical experience in this field.

SKILLS

- Multi-Tasking Skills
- Highly Motivated
- Energetic
- Disciplined
- Responsible
- Efficient
- Punctual

LANGUAGE

- ✓ English
- Urdu
- Punjabi
- Hindi
- Arabic

ACTIVITIES

- Writing.
- Volunteering.
- Sports.
- Traveling.
- Reading

EXPERIENCE

✓ 2018-04 -

2022-05

CSO (COUNTER SERVICES OFFICER)

BANK ALFALAH LIMITED, Toba Tek Singh, Punjab, Pakistan

I have worked on temenos T24 system to handle account transfers, GL FTs, issue bankers cheque and related transactions as per Bank's policies and procedures.

Used temenos T24 system processed cash related transactions which include Cash receipts, Payments, Exchange of Denominations, Credit Card payments, Fee payments, Cash advances, and Utility Bills Receipts as per Bank's policies and procedures.

Identify customer's needs, provide information on new product and services, and direct customer to branch representatives as needed.

Educated customers on use of banking website and mobile apps.

Answered customer inquiries regarding account balances, transaction history, services charges and interest rates.

Processed customer transactions promptly, minimizing wait times.

Executed wire transfers, stop payments and account transfers.

Maintained friendly and professional customer interactions.

✓ 2013-02 -

2014-05

Assistant Relationship Manager

JS BANK LIMITED, Gojra, Pakistan.

I have worked on temenos T24 system and assisted customers with opening accounts and signing up for new services.

Used temenos T24 system for KYC (know your customer) put in the system.

Used temenos T24 system to tell customers about their account balance and about their statements.

I sold Life Insurance, Auto Loan, Personal Loan, Home Loan and Credit Card also.

Opened New Accounts and made fixed deposits in existing Accounts.

Generated new business and referral clients in partnership with financial advisors and branch team.

EDUCATION

2014-09 - 2016-08

M.COM: Master of commerce

University of The Agriculture Faisalabad - Pakistan.

2009-08 - 2012-02

B.COM: Bachelor of commerce

University of The Punjab - Lahore, Pakistan.

2007-05 - 2009-06

Intermediate of Commerce:

Board of Intermediate & Secondary Education -

REFERENCE

- Will be Furnished on demand

Faisalabad, Pakistan.

2005-03 –2007-04

Matric : Science

Board of Intermediate & Secondary Education –
Faisalabad, PAKISTAN