



AAMAR SHAHZAD

MBA-FINANCE



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08/05/1987



YES

EDUCATION

Master of Business
Administration (MBA):
Finance

**INTERNATIONAL
ISLAMIC UNIVERSITY,
ISLAMABAD, PAKISTAN**

Bachelor of Commerce
(B.Com)

**PUNJAB UNIVERSITY,
LAHORE, PAKISTAN**

LANGUAGES

English C1

Advanced

Urdu C1

Advanced

Hindi B2

Upper intermediate

Punjabi- Native

PROFESSIONAL SUMMARY

MBA (Finance) qualified with professional knowledge and experience of financial institutions. Proven ability to establish and maintain excellent communication and relationships with clients. Adept in general accounting and finance transactions. Dedicated to identifying customer needs and delivering effective solutions to all problems. Excellent time management skills combined with a superior knowledge of the customer service industry. Bilingual, hardworking, and ready to join my next team.

SKILLS

- Book Keeping, CRM
- Knowledge of bank reconciliation
- Record maintenance
- Payment processing
- Microsoft Office Suite, pivot table
Vlookup etc power point, excel.
- Advance knowledge of ORACLE.
- Knowledge of banking software like
CBS Enterprise banking suite, Cash
Management, Dashboard Security
Stationary as per CB Regulations.
- Work in multi-cultural environment
- Analyze KYC data and onboarding
- Effective communication skills.
- Multi-tasking performer.
- Mediation and Negotiation Skills
- Dispute resolution
- Customer services expertise
- Advanced product knowledge

WORK HISTORY

April 2021 - Current

Alfardan Group, Alfardan Exchange LLC - Senior Services Officer, Dubai

- ❖ Monitor the administrative and operational tasks of business.
- ❖ To perform and conduct procedural analysis of KYC data of both corporate and individual clients and have a knowledge of payroll process.
- ❖ Dealing the corporate transactions, posting the entries in checking accounts, balancing the general ledgers and accounting entries in proper heads for reconciliation purpose, coordinate with operations team for credit confirmation and releasing the transactions for compliance hold.
- ❖ Performing branch compliance officer duty and strict adhere to AML guidelines, KYC policies, circulars, and recommendations issued by the Central Bank of UAE and other regulatory authorities.
- ❖ Have a proper knowledge of bank KYC onboarding and KYC ongoing documentations and policies, individual and corporate TTs, FC rate quoting, WPS registration and processing, voucher checking, maintain the record up-to-date.
- ❖ Ensure compliance with policy, procedures, standards and reporting requirements, plus any relevant regulatory and statutory requirements i.e. CDD, EDD, AML, ISTR

April 2018 - March 2021

Sharaf Group, Sharaf Exchange LLC - Operations Executive, Dubai

- ❖ Manage the operations function of the all retail clients for remittance and foreign currency transactions.

- ❖ Carry out all administrative tasks, ensuring all activities are completed within timescales.
- ❖ Generate all daily report & review all transactions during day-to-day operations, Verification of Source and purpose of large volume transactions before initiating the transaction.
- ❖ Identify and recommend improvements to procedures and processes to improve process and service levels and Internal Reporting of suspicious transactions to the nominated officer.

May 2015 - December 2017

UNITED BANK LTD - Customer Services & Operations Manager, Pakistan

- ❖ To maintain day to day affairs of branch banking, transactions posting, cash handling, voucher checking.
- ❖ Perform branch banking operational activities in timely manners. Educate self and staff members on existing procedures and products.
- ❖ Ensure that all service levels and agreements are being met consistently without any failure.
- ❖ Perform adequate care and diligence in day to day conduct to protect company from financial and non-financial loss.
- ❖ Coordinate with management in case of any necessary approval for documents processing and branch related issues by E. mails and telephonically. To keep update tax record i.e. income tax, sale tax, excise duty and (VAT) value added tax as per regulations.

December 2014 - April 2015

UNITED BANK LTD - Customer Services Representative/ Relationship Officer, Pakistan

- ❖ Ensure full awareness of all products provided and is constantly updated on all changes and amendments on product features, procedures and processes.
- ❖ Promote company products by providing consistent, accurate and transparent information to customers.
- ❖ Maximize cross selling growth of existing customer base (ETB) and identify new potential selling opportunities.
- ❖ Ensure right segmentation to match customer profile.

Worked as **Internee** in **Bank Of Punjab** from July 2012 to September 2012.

▪ **ACHIVEMENTS & ACTIVITIES**

- Attend the training “IT security awareness” at Sharaf Exchange LLC (Sharaf Group), UAE in 2021
- Attend the training “Anti-Money Laundering & combat FT” at Sharaf Exchange LLC (Sharaf Group), UAE in 2021
- Attend the training “Antifraud and identification of counterfeit Notes” at Sharaf Exchange LLC (Sharaf Group), UAE in 2020
- Attend the training “Customer services and products ” at Sharaf Exchange LLC (Sharaf Group), UAE in 2019
- Attend the training “Core Values of the products and customer services” at United Bank Ltd (Pakistan) in 2016.
- Attend the training “AML/CFT” at United Bank Ltd (Pakistan) in 2015.
- Attend and work as organizer “3rd and 4th International Applied Business Research Conference” Held at International Islamic university Islamabad.
- Attend and work as organizer “3rd and 4th International Applied Business Research Conference” Held at International Islamic university Islamabad.
- Attend Seminar on “Relationship Marketing- a Key to Sustainable Competitive Advantage” Held at International Islamic University Islamabad.
- Attempt JAIBP (Stage-1 passed) from Institute of Banker Pakistan

- **References:** Will be furnished on demand.