

Taseem Rasheed

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Certified Retail Banker
Customer Service Specialist



Profile

Over 12 years of Experience in retail banking as customer service representative with drive, determination and proven management skills. A hard working, pro-active individual with an upbeat positive attitude to create value for the bank by consistent perseverance and long-term vision. Currently looking for management position that offers the opportunity to utilize and develop my skills, personally and professionally.

Education & Certifications

- Master of Business Administration
Specialized in banking and finance *Year 2010*
- Bachelor of Science
Major: Applied Mathematics *Year 2006*
- Certification in Retail Banking from Saudi Arabia Central Bank (SAMA)
Certification Number: EEXRBF30000000000006495
June 2023



Training

- Compliance induction
- Anti-bribery and corruption
- Islamic banking awareness
- Fraud awareness of Modern risk
- Competition Law Moderate risk
- Financial crime moderate risk
- Common Reporting Standards- CRS
- Social Engineering Risk
- Anti-Corruption Concealment Awareness
- Business continuity management
- FATCA
- Global sanctions and Embargos
- Customer complaints awareness program
- Anti-money laundering and combating terrorist financing.
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Key Skills

- Provide exceptional customer service by handling complaints, concerns and rate customers.
- Excellent communication skills .
- Organizational Training.
- Strong sense of banking ethics.
- SLA fulfillment
- Risk assessment
- KYC Operations
- Clearly understands the compliance and legal matters that impact business decisions.
- Cross selling
- Security procedures
- Collaborates effectively across the teams and all levels of leadership.
- Training and development

Professional Experience

Banque Saudi Fransi

Riyadh, Kingdom of Saudi Arabia



Customer Service Representative

March 2013– August, 2023

- Handle Customer accounts and resolve complaints
- Proficiently answer customer inquiries.
- Help clients identify their financial service needs.
- Perform research necessary to solve problems.
- Explain fee schedules, service charges, interest rates , policies and use of technical services while complying with disclosure requirements, regulations, and consumer privacy policies
- Ensure your customer (KYC) compliance with regulatory bodies.
- Assist banking customers who are victims of fraud, theft or identity theft and escalate the incident to the anti-fraud unit.
- Monitoring banking transactions for signs of Money laundering, Fraud or illegal activities.
- Comply with compliance

Sami Pharmaceutical

Pakistan

HR coordinator

July 2010 – November, 2012

- Training and development
- Assist with arrangements for Organizational training .
- Collect incoming Publications for training courses and investigate other training Opportunities for staff.
- Book all training courses for employees.
- Record all training courses completed by employees in the HR data base.
- Maintain the HR database and regularly update the personnel information's .

Awards

- 2018 Earned excellence award for being an inspirational employee

Languages

English (Fluent) – Read, Write and Speak

Arabic (Fair) – Read, Write and Speak

Urdu (Native) – Read, Write and Speak
