



ANJUM IQBAL JARRAL



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Al Bustan Corniche, Ajman,
UAE

SKILL HIGHLIGHTS

- Results-oriented
- Business development
- Organizational capacity
- Operability and commitment
- Ability to motivate and maintain good relations
- Resistance to stress
- Customer retention strategies
- Customer care skills
- Cash handling and budgeting
- Analyzing and balancing customer financial needs
- Knowledge of financial and credit products
- Familiar with private banking standards
- Solutions and results oriented

SUMMARY

I am energetic, ambitious person who has developed a mature and responsible approach to any task that I undertake, or situation that I am presented with. As a graduate with ample exposure in management and other valued fields, I am excellent in working with others to achieve a certain objective on time.

EXPERIENCE

MANAGER | April 2020 to March 2023

Pakistan Currency Exchange, Mirpur Azad Kashmir, Pakistan

- Manage day-to-day operations of the currency exchange branch.
- Oversee financial transactions and ensure accuracy.
- Monitor currency exchange rates and update accordingly.
- Address customer inquiries and concerns.
- Strive to enhance customer satisfaction.
- Promote branch services and attract new customers.
- Maintain accurate records of transactions and financial activities.
- Ensure proper documentation for audit purposes.
- Implement marketing strategies to increase business visibility.

GBO/RELATIONSHIP MANAGER | March 2017 to March 2020

Muslim Commercial Bank Ltd. Pakistan

- Monitor daily operations to ensure a free flow process, and also supervise the execution of daily tasks.
- Develop and enforce sound policies and structures for the growth of the company.
- Create a strong workforce by developing competent individuals in the banking operations team.
- Performing acceptance checks and on-boarding of retail clients.
- Acquiring new retail clients through developing professional relationships.
- Advising retail clients on their personal financial needs and objectives.
- Performing acceptance checks and on-boarding of retail clients.
- Perform ongoing servicing of retail client accounts and identify any potential opportunities for extending basic banking services.
- Promote high-quality sales, supply and customer service processes.
- Enhanced Foreign remittances portfolio at Regional level like western Union, Ria etc. and maintained top position.
- Approach potential customers to establish relationships.

LANGUAGES

- **English** – Proficient
- **Urdu** – Native
- **Punjabi** - Native

PERSONAL INFORMATION

- **Visa Status** – Visitor Visa
- **Visa Expiry** – 3rd May 2024
- **Passport #** – AH8905541
- **Nationality** – Pakistani

CERTIFICATION

CERTIFICATE IN COMPUTER SCIENCES

National College of Computer Technology, Gujranwala Pakistan (2006)

- Microsoft Office
- Information Technology
- Operating system

OPERATIONS MANAGER | March 2012 to July 2016

National Bank Of Pakistan, Pakistan

- Monitor daily operations to ensure a free flow process, and also supervise the execution of daily tasks
- Develop and enforce sound policies and structures for the growth of the company
- Create a strong workforce by developing competent individuals in the banking operations team
- Oversee the processing of centralized loans and other banking activities to ensure due process, accuracy and accountability are followed
- Create and implement long term business plan to ensure continuity of business operations in the long run
- Ensure client data is protected from the public and secured against fraud by enforcing access rights and verification levels
- Develop financial back up plans to protect business operations in the event of major crises that could result in huge losses

EDUCATION

MASTER OF SOCIAL SCIENCE (POLITICAL SCIENCE) | 2011

UNIVERSITY OF PUNJAB, PAKISTAN

BACHELOR OF ARTS (JOURNALISM/ENGLISH) | 2009

UNIVERSITY OF PUNJAB, PAKISTAN

TRAININGS ATTENDED

- Proficient Banker (NBP-2013)
- Anti-Money laundering (NBP-2015)
- Banking Compliance (NBP-2016)
- Banking Operations (NBP-2016)