



# HASSAN ZIA

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## Professional Summary

Professional Focused Branch Operations Manager and Teller with more than 9 years of experience in a banking environment. Skilled in counting and packaging money keeping an accurate drawer and building positive customer relationships. Excellent sales, service, and time management abilities. Fully Well versed in handling a high volume of cash on a daily basis. Build customer loyalty by expertly resolving customer problems and quickly processing Banking Transactions. Banking Professional with proven experience in operations management.

## Skills

- ♦ Cash handling
- ♦ Customer Relationship Management Software (CRM)
- ♦ Customer service
- ♦ Data entry
- ♦ MS Office proficiency
- ♦ Cash balancing
- ♦ Customer engagement
- ♦ Knowledge of Symbols 8.5
- ♦ Knowledge of SPG.
- ♦ Transaction processing
- ♦ Record maintenance

## Working Experience

### Branch Operations Manager | September 2021-June 2023

Faysal Bank Limited Sialkot, Pakistan

- ♦ Managed all aspects of daily branch operations, supervising a team of 12 banking staff.
- ♦ Increased new business connections and revenue generation opportunities by improving networking strategies.
- ♦ Independently managed recruitment, employee motivation, and training.
- ♦ Provided effective and efficient phone service, handling banking issues, such as Cheque Book Receipt and ATM delivery with 100% first-time resolution.
- ♦ Constantly met audit goals by creating and maintaining up-to-date records of each transaction in Symbols 8.5.
- ♦ Assisted customers in bank operations, including opening accounts, and accessing safe deposit boxes.
- ♦ Handled large quantities of cash safely and responsibly throughout deliveries and balancing procedures.

### Universal Teller | June 2016-August 2021

Faysal Bank Limited Sialkot, Pakistan

- ♦ Processed cash deposits and withdrawals for customers.
- ♦ Observed correct procedures regarding financial and customer information to prevent breaches and data misuse.
- ♦ Balanced daily cash deposits and vault inventory with 100% accuracy rate.
- ♦ Provided outstanding customer care, offering friendly greetings, service, and accurate currency exchange.
- ♦ Handled large quantities of cash safely and responsibly throughout deliveries and balancing procedures.
- ♦ Completed end-of-day till reconciliations with Teller Statement.
- ♦ Organized transfers to move money between customer accounts, between customers, and between businesses.

## Education

02-2016/09-2018

### Counter Services Officer | April 2015-June 2016

NIB Bank Lahore, Pakistan

- ♦ Processed cash deposits and withdrawals for customers.
- ♦ Observed correct procedures regarding financial and customer information to prevent breaches and data misuse.
- ♦ Balanced daily cash deposits and vault inventory with a 100% accuracy rate.
- ♦ Provided outstanding customer care, offering friendly greetings, service, and accurate currency exchange.
- ♦ Handled large quantities of cash safely and responsibly throughout deliveries and balancing procedures.
- ♦ Completed end-of-day till reconciliations with Teller Statement.
- ♦ Organized transfers to move money between customer accounts, between customers, and between businesses.
- ♦ Replenishment of ATM for smooth Bank Customers Transaction on Daily Basis.

06-2010/11-2014

### Masters of Business Administration

Imperial College of Business Studies Lahore

### Bachelor of Business Administration

The University of Lahore

## Personal Info

- ♦ Date of Birth: 17-09-1991
- ♦ Nationality: Pakistani
- ♦ Passport #: CM5991152
- ♦ Visa Status: Visit Visa
- ♦ Languages: English, Urdu