

# FAISAL NADEEM

**Contact:** +971-585996460

**Email:** [faysel4nadeem@gmail.com](mailto:faysel4nadeem@gmail.com)

**Visa Status:** Valid till 20-04-2024

**LinkedIn ID:** [linkedin.com/in/faysel4nadeemm](https://www.linkedin.com/in/faysel4nadeemm)

**Driving License:** (United Arab Emirates)



## CAREER OBJECTIVE:

I am a highly proficient, goal-oriented individual dedicated to my work and commitments. I am seeking a career-oriented position in a professional environment where I can fully leverage my skills to contribute significantly to the success of the employer, while also fostering my own personal growth.

## CAREER PROFILE/SKILLS:

Having **8+ Years of Professional Experience** in Banking Sector, My Experience Include Retail/Branch Banking Operations, Money Exchange/Global Remittances, Cash Management, Sales Management, Customer Services, HR Management and Accounts Management. My Education is **Masters in Business Administration (HR)**. Further, I have **Driving Licence of UAE**. My Core Skills are,

• Branch Banking	• Financial Reporting	• Recruitment & Staffing
• Operations Manage	• Vendor Management	• Training & Development
• Global Remittances	• Cost/Expense Control	• HRIS
• Foreign Exchange	• Receivable/Payable	• Record Keeping
• Cash Management	• ERP Software	• Statement Reconciliation
• Customer Services	• Budget/Billing Manage	• Compliance Management
• Money Exchange	• Quality Assurance	• Cash Flow Management

## PROFESSIONAL WORK EXPERIENCE:

**Organization:** **AL Fardan Exchange** (UAE's Top Money Exchange)

**Tenure:** 2016 – 2019

**Designation:** Customer Services Officer/Teller

**Responsibilities:**

### Foreign Exchange/ Money Exchange

- Facilitating customer transactions for currency exchange
- Engaging in the buying and selling of global currencies
- Conducting wire transfers using services like western union, instant cash, transfast and third parties
- Responding to the customer queries and rates inquiries
- Taking on the role of a marketing and sales executive during off-peak business hours
- Providing information about local promotions and activities to enhance customer service

### Global Wire Transfers

- Flash remits, sending money instantly anywhere in the world with a hassle-free service
- Worldwide bank account transfers
- Instant money transfers available globally

### Payroll Services - Wages Protection System (WPS)

- Managing salary disbursement process for corporate entities and individuals
- Assisting in the setup of new corporate WPS accounts

### Prepaid Cards

- Issuing multi-currency cards
- Providing travel cards for convenient use during travel

### Payments

- Processing credit card payments for banks and finance companies
- Facilitating mobile top-ups for DU and Etisalat
- Offering EZE Tops for over 190 mobile operators worldwide
- Enabling real-time prepaid mobile top-ups with 230 partner networks
- Assisting with air ticket bookings, including Air Arabia and Fly Dubai

### Investment and Saving Schemes

- National Bonds: Sharia-compliant saving scheme



Delivering Happiness. Transforming Lives.

**Organization:**

**Meezan Bank Limited**

**Tenure:**

May 2015 – May 2016

**Designation:**

HR Coordinator/ Sales Management



**Meezan Bank**  
The Premier Islamic Bank

**HR Coordinator:**

- Developing and implementing recruitment strategies, Conducting job interviews and hiring
- Collaborating with regional heads for staffing needs, Facilitating orientation programs.
- Generating HR reports and using analytics to inform decision-making
- Administering benefits such as health insurance, retirement plans, etc
- Conducting salary surveys and ensuring competitive compensation packages
- Ensuring proper onboarding processes are followed, Familiarizing employees with company policies
- Promoting a positive work environment, Developing and implementing performance appraisal system
- Providing feedback to staff on performance, Identifying training needs, organizing training program
- Overseeing employee development, Evaluating the effectiveness of training programs
- Collaborating with other departments to align financial strategies with organizational goals objective
- Communicating policies to employees, Managing compensation structures and benefit programs
- Implementing HR procedures, Managing employee records, payroll, and other HR-related data
- Ensure organization's compliance with legal requirements, Develop improve employee morales
- Identifying potential leaders within the organization, Develop plans to ensure continuity in key roles
- Mediating and resolving conflicts between employees or between employees and management

**Sales Management/Personal Banking:**

- Ensuring timely submission of account opening forms without the need for the re-assurance
- Consistently surpassing account opening targets and achieving a higher level of accuracy
- Guaranteeing the security and privacy of all account holders
- Identifying and reaching out to potential bank customers to expand the customer base
- Overseeing cross-selling efforts, promoting various banking products
- Achieving higher deposit targets through strategic management
- Ensuring the retention of high-quality existing account holders
- Promoting banking products to (NTB) clients and walk-in customers
- Consistently meeting and maintaining high levels of cross-selling targets
- Successfully managing Meezan Kafalah targets on an ongoing basis
- Supervising sales staff, monitoring their attendance, and guiding them towards meeting their targets
- Diligently overseeing Indigo Ratings in monthly Service Quality Report
- Efficiently managing people and time resources
- Strictly adhering to Turnaround Time (TAT) for each banking service
- Responding to all phone calls within three rings in a polite and friendly manner
- Offering comprehensive one-stop banking service to all customers
- Ensuring adherence to the bank's policy on risk factors and code of conduct
- Maintaining full awareness of all policies and procedures issued in relation Shariah principles

**Organization:**

**Bank Alfalah Limited** (One of the Leading Bank)

**Tenure:**

**2010 – 2015**

**Designations:**

Accounts Officer/ Operations Officer

**Accounts Officer**

- Developing and managing budgets and forecasts.
- Conducting financial analysis to guide strategic decision making.
- Ensuring compliance with accounting standards and regulation.
- Overseeing cost control and Cost management processes.
- Analyzing cost variances and implementing strategies for improvement.
- Monitoring cash flow to ensure the organization has tough liquidity to meet its financial obligations.
- Ensuring compliance with tax regulations and overseeing the preparation and filing of tax returns.
- coordinating and managing internal and external audits.
- Implementing and maintaining the internal controls to safeguard the financial assets.
- Identifying and mitigating financial risks such as market risk, credit risk and liquidity risk.
- Managing working capital and optimizing the use of financial resources.
- Overseeing the organization's investment activities to maximize returns while managing risk.



- Developing and enforcing financial policies and procedures to ensure compliance and consistency.
- Ensuring compliance with legal and regulatory requirements related to financial operations.
- Compiling and analyze financial reports including profit and loss/cash flow statements

#### **Operations Officer:**

- Cash, Clearing & Collections, Remittances, Sales, Account Opening
- Prioritized the security and privacy of all account holders
- Successfully managed Cash Department, ensuring accurate and secure handling of cash transactions
- Led the Clearing & Collections Department, Overseeing smooth processing of financial transactions
- Headed the Account Opening Department, handling timely processing
- Operations related to Clearing/Collections as well as Home Remittances
- Compiled and submitted comprehensive reports on accounts and cash transactions
- Ensured the timely submission of Account Opening Forms without the need for re-assurance
- Consistently exceeded account opening targets while maintaining a high level of accuracy
- Prioritized the security and privacy of all account holders
- Proactively identified and engaged with potential customers to expand the customer base
- Operations related to Clearing/Collections as well as Home Remittances
- Compiled and submitted comprehensive reports on accounts and cash transactions
- Ensured the timely submission of Account Opening Forms without the need for re-assurance
- Consistently exceeded account opening targets while maintaining a high level of accuracy

### **ACHIEVEMENTS:**

In my professional career, I have attained several significant milestones:

- Received **the Best Employee Certificate for two consecutive years** (2017, 2018) at “**Al Fardan Exchange UAE**”
- Successfully met and exceeded **targets for cross-selling**, resulting in the sale of laptops and iPhone for Meezan Bank
- Established a robust **portfolio of BANCA Assurance**, amounting to five hundred thousand in a single year at Bank Alfalah
- Earned **commendable audit ratings** and met targets in the year 2011 at Bank Alfalah Limited, leading to certification and an Appreciation Certificate from the management
- Maintained consistently high **indigo ratings in Service Quality** at Meezan Bank Limited, showcasing a dedication to service excellence
- Facilitated the sale of over **1000 SIM cards** for Mobilink Jazz in collaboration with Bank Alfalah Limited in the telecom industry.
- Achieved the sale of **over 500 prepaid cards** for Alfardan Exchange in the UAE.
- Achieved and Won **Royal Metropolitan University** in Kyrgyztan as Frontline Consultant in Pakistan.

### **ACADEMIC EDUCATION:**

<b>DEGREE/CERTIFICATION</b>	<b>EXAMINING BODY:</b>
Masters in Business Administration (Human Resource Management)	Preston University Pakistan
Bachelor of Commerce	BZU Multan Pakistan

### **CERTIFICATION/ ADDITIONAL SKILLS/ TRAININGS & WORKSHOPS:**

- Al-Falah **Gold Standard Service** Course organized by Bank Al-Falah Limited
- **Islamic Banker Refresher** Training organized by Bank Al-Alfalah Limited
- **Clearing & Collections** Training organized at Bank Al-Falah Limited
- **International Money Exchange** organized by Alfardan Exchange
- **Global Remittances** organized by Alfardan Exchange

### **PERSONAL INFORMATION:**

- **Father's Name:** Karam Din
- **UAE Address:** Flat No. 503, Building No. 7, Muweileh Community, Sharjah
- **D.O.B** 25-12-1987

### **Reference:**

Will be furnished upon request.