

Abdul Rauf

Marketing Executive.

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Residing in **Muscat – Sultanate of Oman**

Nationality: **Pakistani** Visa Status: **Company Visa** Foreign Currency trade

Marital Status: **Married** Date of Birth: **20 Jan 1991**



In recently doing marketing activities for well reputed Money exchange company with full of passion and hardworking, daily basis improvement in market base activities like market visits, promotion base activities like social events, sports events and charity events. Get excellence in social media and digital marketing. As Professionally a Banker & Customer Service Person having more than six years of banking experience in Operations, Sales and treasury departments, where Mainly I performed customer service in operations and arranging cash and counter related queries, supervise the foreign remittance and related queries and having a massive experience to deal with all types work related to banks operations & Customer Service.

Experience (1+ Years) Continue

NOVEMBER 2022 TO CONTINUE

Marketing Executive / Global Money Exchange Under SBI

- Introduce company products in local markets.
- Social media and internet marketing.
- Cold calling to customers.
- Increase FCY business and Remittances through Marketing promotions.
- Coordinate with branch manager as second line manager.
- Arrange social activities for the promotions of company brands.
- Arrange season festivals, sports and charity events for company publicity and promotion.
- Marketing module inputting and handling Marketing entries daily basis.
- Make pipeline of hot, warm and cold customers on daily basis.



Experience (6+ Years)

JANUARY 2022 TO APRIL 2022

Branch Operation Manager / Habib Bank Limited Pakistan

- Implementation of compliance rules and regulations.
- Gives quality services to customer
- Monitoring branch expenses on daily basis
- Checking JRC and posting Voucher of tellers
- Coordinate with branch manager on CASA deposit and other sales products.
- Makes reports for Analytical working and error free banking
- Resolves audit quires and submit audit clearance reports to RHQ
- Solve deceased Accounts queries.



- Work on and complete every assignment which are given by head office
- Monitor KPI system of all operations staff of branch.

JANUARY 2020 TO DECEMBER 2021

Teller Services Manager/ Habib Bank Limited Pakistan

- Conduct morning huddle
- Opening of Vault Cash and transfer to each teller.
- Supervise all transactions that are performs by teller which in more than One Hundred Thousand.
- Gives customer services and solve customer quires related to any operations matter.
- Handling of cheque books and record keeping.
- Solve inward and outward clearing related quires.
- Handling of ATM cards and delivers to customer through proper channels and request process for new ATM cards apply.
- Assistance to relationship manager for sales products like credit cards, auto loans, house financing, personal loans and SME's products.
- Account opening NTB and ETB and update of periodic reviews KYC & CDD as per profile of customer.
- Dormant Account
- Solve customer quires in updating of Accounts like address change mobile number update request.

DECEMBER 2015 TO DECEMBER 2019

Teller Services Officer & Cash Officer / Habib Bank Limited Pakistan

- Responsible of all counter activities and cash handing.
- Posting of all debit and credit vouchers on daily bases also record keeping.
- Posting of all utility bills, fees and all taxes and duties.
- Inputting of outward clearing and inward clearing are centralized.
- Received cash from cash processing cell (CPC).
- Delivering of foreign remittances to customers and solved quires through AML department.
- ATM reconciliation as ATM custodian.
- Day end closing and balancing of cash according to main GL.
- Making of balancing sheets for record keeping.

Skills

- Cash & Sales Handling
- Customer Service
- ERP Systems & MS Office
- Team Player & Time Management
- Problem Solving & Conflict Management
- Public Speaking and Communication Skills
- Data Analysis & Risk Management

Education & Courses

SEPTEMBER 2010 TO OCTOBER 2015 (4YEAR DEGREE)

Bachelors in Statistics & Economics /University of Gujrat Pakistan

- CGPA 3.07
- Economics & Statistics, Research & Data Analysis and Risk Management

Office Assistant & Computer Operator

JULY 2010 TO JANUARY 2011 (TWO MONTHS SHORT COURSE)

Achievements & Awards

Top Performance (Teller Services Officer) Two Years

DECEMBER 2017

DECEMBER 2018

- I was the TOP PERFORMER and get highest KPI in hole Regine so bank appreciate me with award & certificate in 2017 and 2018 annual event of bank management
- After the achievement bank promoted me from officer to manager

Languages

- English (Professional)
- Urdu (Mother Tongue)
- Arabic (Beginner)