



Amar Shahzad

Banking & Financial Institution



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United Arab Emirates

Why Amar Shahzad?

- ❖ A multi-skilled **MBA (Finance) Qualified** and professional having strong academic knowledge and experience of financial institutions, operations management, administration, banking, accounts and customer services.
- ❖ Performance-oriented professional with a proven track record in maintaining accounts record, improving workflow processes and managing profitable relationships with stakeholders. Has strong problem-solving skills and accounting expertise in fast paced corporate environment.

CORE STRENGTHS & ENABLING SKILLS

- ❖ Expert in **CRM**, Microsoft office suite including **MS word, MS outlook, MS Excel , Pivot Table, vlookkup** etc.
- ❖ Having knowledge of **Vault, ATM operations, Bookkeeping/ data analyzing** etc.
- ❖ Having advance knowledge of banking softwares like **CBS (Core Banking System), EBS Enterprise banking suite, Cash Management, Dashboard, security Stationary** as per CB regulations.
- ❖ Ability to work in multi-cultural environment.
- ❖ Leadership qualities and effectively communicate.
- ❖ Ability to work under pressure.
- ❖ Negotiation Skills

PROFESSIONAL EXPERIENCE

Alfardan Group (Alfardan Exchange LLC), Dubai-UAE

Working as “**Senior Services Officer**”, April 2021 – to present

Responsibilities/Accomplishments:

- ❖ Monitor the administrative and operational tasks of business accurately and efficiently.
- ❖ Dealing the corporate transactions, posting the entries in checking accounts, balancing the general ledgers and accounting entries in proper heads for reconciliation purpose, coordinate with operations team for credit confirmation and releasing the transactions for compliance hold.
- ❖ Coordinate with banks for inter-bank funds settlement and post requests in system for transactions releasing. Knowledge of settlement of accounting entries in system, WPS file process and Corporate customer’s registration and to complete all the documentation formalities.
- ❖ Have a proper knowledge of all type of TTs, FC rate quoting, petty cash and voucher checking, maintain the record for audit purpose.
- ❖ Ensure compliance with policy, procedures, standards and reporting requirements, plus any relevant regulatory and statutory requirements i.e. CDD, EDD, AML, ISTR

Sharaf Group (Sharaf Exchange LLC), Dubai-UAE

Working as “**Operations Executive**”, April 2018 – March 2021

Responsibilities/Accomplishments:

- ❖ Manage the operations function of the all retail clients for remittance and foreign currency transactions.
- ❖ Carry out all administrative tasks, ensuring all activities are completed within timescales and with a high degree of accuracy, whilst providing excellent customer service, to both external and internal customers, and adhering to all appropriate process and procedures of WPS, VAT payments, FC rate calculation, TTs etc.
- ❖ Generate all daily report & review all transactions during day-to-day operations, Verification of Source and purpose of large volume transactions before initiating the transaction.
- ❖ Identify and recommend improvements to procedures and processes to improve process and service levels and Internal Reporting of suspicious transactions to the nominated officer.

UNITED BANK LTD, Pakistan

Worked as “*Customer Services & Operations Manager*”, May 2015 –December 2017

Responsibilities/Accomplishments:

- ❖ To maintain day to day affairs of branch banking, transactions posting, cash handling, voucher checking.
- ❖ Perform branch banking operational activities in timely manners. Educate self and staff members on existing procedures and products.
- ❖ Ensure that all service levels and agreements are being met consistently without any failure.
- ❖ Establish and maintain strong professional relationships/connections internally and externally. Adherence to AML/KYC and all other branch banking activities. Ensure that company policies and rules are consistently & strictly followed as per Central Bank regulations.
- ❖ Perform adequate care and diligence in day to day conduct to protect company from financial and non-financial loss.
- ❖ Coordinate with management in case of any necessary approval for documents processing and branch related issues by E. mails and telephonically. To keep update tax record i.e. income tax, sale tax, excise duty and (VAT) value added tax as per regulations.
- ❖ To check the customer transaction reports, dashboard and do the reconciliation on daily basis.

UNITED BANK LTD, Pakistan

Worked as “*Customer Services Representative/ Relationship Officer*”, December 2014 – April 2015

Responsibilities/Accomplishments:

- ❖ Ensure full awareness of all products provided and is constantly updated on all changes and amendments on product features, procedures and processes.
- ❖ Promote company products by providing consistent, accurate and transparent information to customers.
- ❖ Maximize cross selling growth of existing customer base (ETB) and identify new potential selling opportunities.
- ❖ Ensure right segmentation to match customer profile.

Worked as **Internee** in **Bank Of Punjab** from July 2012 to September 2012.

PROFESSIONAL QUALIFICATION**INTERNATIONAL ISLAMIC UNIVERSITY, ISLAMABAD, PAKISTAN.**

- ❖ **Master of Business Administration (MBA) specialization in Finance** (Completed in Jan, 2014)

PUNJAB UNIVERSITY, LAHORE

- ❖ **Bachelor of Commerce (B.Com)** (Completed in June, 2010)

ACHIVEMENTS & ACTIVITIES

- ❖ Attend the training “IT security awareness” at Alfardan exchange LLC (Fradan Group), UAE in 2023
- ❖ Attend the training “Anti-Money Laundering & combat FT” at Alfardan exchange LLC (fardan Group), UAE in 2022
- ❖ Attend the training “Antifraud and identification of counterfeit Notes” at Sharaf Exchange LLC (Sharaf Group), UAE in 2020
- ❖ Attend the training “Customer services and products ” at Sharaf Exchange LLC (Sharaf Group), UAE in 2019
- ❖ Attend the training “Core Values of the products and customer services” at United Bank Ltd (Pakistan) in 2016.
- ❖ Attend the training “AML/CFT” at United Bank Ltd (Pakistan) in 2015.
- ❖ Attend and work as organizer “3rd and 4th International Applied Business Research Conference” Held at International Islamic university Islamabad.
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- ❖ Attend Seminar on “Relationship Marketing- a Key to Sustainable Competitive Advantage” Held at International Islamic University Islamabad.
- ❖ Attempt JAIBP (Stage-1 passed) from Institute of Banker Pakistan

References: Will be furnished on demand.