

# KHALID MEHMOOD

## Operation Manager/Audit Officer

Location: Dubai U.A.E

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Mobile no: 971561603389

Visa Status: Visit visa

Nationality: Pakistan, Age: 41

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## PROFESSIONAL PROFILE:

To be successful leader in operations management where I can utilize my potential and capabilities to achieve the organizational objectives and seize the opportunities for professional development, having sixteen years plus experience as operation manager, audit officer and sales executive in managing the operations team and sales development in delivering results beyond expectations. Committed towards the organization goals and leading the team in planning and execution of the tasks. Virtuous knowledge on the financial, legal and HR principles of the business. Seeking opportunities in UAE to leverage expertise in enhancing profitability in enthusiastic business environment.

## PROFESSIONAL EXPERIENCE (16 years plus):

### OPERATION MANAGER (BANKING SERVICES MANAGER)-Full Time

**Allied Bank Ltd (Top-100 Branch) Islamabad, Pakistan, from 01/2015 to 07/2023**

- Monitor daily operations, leading a team of (10 to 12) staff members to ensure efficient workflow and superior service delivery.
- Execute regular internal audits to safeguard compliance with regulatory standards and company policies to decrease operational and financial risks.
- Performed closely with the finance department to develop and manage budgets, forecast expenses, and identify cost-saving opportunities.
- Streamlined customer service processes, resulting in a 100 % increase in customer satisfaction ratings. Certify provision of complaint free, prompt and high-quality services to customers
- Supervision of all banking transactions within the T24 system maintaining accuracy and compliance timely.

### BANKING SERVICES OFFICER-Full Time

**Allied Bank Ltd, Islamabad, Pakistan from 06/2009 to 12/2014**

- Provide hassle free and complaint free services to bank customers, confirming high level of customer satisfactions.
- Balancing of tills with precision, managing cash and atm card transactions exactly, preparation of bank deposits and POS reports.
- Maintained faultless customer service standards through comprehensive staff training and develop initiatives. Monitored and reviewed operational performance to identify areas for improvement, contributing to enhanced business strategy and productivity.
- Authorization of all clearing suspense heads were balanced and processed cheques with valid reasons for returns.
- Accountable for creating new account opening, dormant account activation, customer information updating, amendments time to time, and delivery/inputting of cheque book, ATM.

### INTENAL AUDIT OFFICER-Full Time

**Saudi Arabian Airlines GSA Head office Islamabad, Pakistan from 04/07 to 05/09**

- Prepare daily management reports (DMR) to provide insights into operational performance.
- Carried out tests to identify deficient controls or inefficiencies, ensuring compliance with company standards.
- Precisely tracked tax, invoicing and budget information using quick book software. Contributing to shaping internal audit strategy and methodology to align with company goals and objectives.

- Focused audit of the branch's daily sales statements (DSS) in accordance with company policies.

#### **SALES EXECUTIVE-Full Time**

##### **Toyota Authorized Dealership Islamabad-Pakistan from 08/2006 to 04/2007**

- Steered virtual and in person meetings with clients to discuss products and services. Successfully establish new business relationships, expanding the company's client base.
- Demonstrate and present products to potential customers, highlighting key features and benefits,
- Regularly reviewed sales performance and implemented strategies to achieve monthly and annual targets.

#### **EDUCATION**

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- **Master in Commerce (M.COM) in accounting and finance. (Attested)**  
(University of Peshawar, Peshawar Pakistan)
- Bachelor in Commerce (Hons.) in accounting and finance.  
(University of Peshawar, Peshawar Pakistan)
- Bachelor in Commerce (B. Com) in IT, Banking, accounting and finance.  
(University of Peshawar, Peshawar Pakistan)

#### **TRAININGS AND SKILLS**

- Operation Management
- Customer Service and sales management
- Customer relationship management CRM
- Problem solving, collaborative and innovative.
- Financial Analysis, budgeting and forecasting
- Professional Communication skill and positive.
- SAP ERP (enterprise resource planning) software

#### **CERTIFICATIONS**

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- Maintenance of lockers
- Ethics at Workplace
- MS Office

#### **ACHIEVEMENTS AND AWARDS**

- Consistently ranked in the top banker for exceeding sales targets and providing exceptional customer service.
- Led a team in successfully launching two new branches, resulting in a 40% increase in market share within six months.
- Magnificently completed 14 years of working at Allied Bank Limited.

#### **LANGUAGES**

Fluent in English, Urdu

#### **REFERENCES**

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- Hasaan Jan Saduzai  
C.E.O  
eZhire Technologies, Dubai, U.A.E  
504126827
- Muhammad Noman Zahid  
Engineer  
Dubai, U.A.E  
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