

CURRICULUM VITEA



Name : **MUHAMMAD FAIZAN**
Father's Name : MUHAMAD JAMID
D.O.B : 22th SEP 1995
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Languages:

- English : Fluent
- Urdu : Expert
- Pashto : Expert
- Punjabi : Expert

Certifications:

- ETHICS AND EQUITY
- AML CFT
- Introduction to Islamic Banking
- Basic Branch Banking Operations
- Branch Operations Assessment

Personal Skills:

- Attention to detail
- Communication skills
- Presentation skills
- Problem solving
- Analytical mind
- Negotiating
- Supervisory skills
- Decision making
- Conflict resolution
- Leadership and Teamwork
- Effective Time Management
- Adaptability
- Ability to Multitask
- Customer Service

Professional Summary:

Organized and dependable candidate successful at managing multiple priorities with a positive attitude.

Willingness to take on added responsibilities to meet team goals.

Work History:

1. **OPERATION Manager** 09/2021 – PRESENT UNITED BANK LIMITED

- Ensure compliance with Bank/SBP Regulations regarding all Cash Department activities being carried out at the branch i.e. Cash Withdrawals/Deposits, Remittances, Clearing, Cheque Books, Stop Payment etc.
- Establish and maintain a sound operational framework, with special focus on facilitating customer transactions within minimum Turn Around Time, and meeting regulatory requirements in all transactions.
- Effectively leverage competencies of Counter staff to obtain a high level of customer service and regulatory compliance.
- Effectively supervise all transactions falling within the proscribed supervision limit assigned by the management.
- Provide all necessary documentation pertaining to Counter Services and support to Audit and Compliance teams of the Bank/ SBP, and ensure proper execution of Branch's Audit/ Compliance Review.
- Supervise and ensure rectification of all Audit and Compliance observation/ exceptions within stipulated timelines.
- Ensure proper maintenance of branch liquidity levels, vault limits, and cash insurance.
- Ensure daily closing of cash counter and its reconciliations with branch's books and system.
- Maintain a strong monitoring framework regarding all transactions in order to avoid fraud incidents and execution of suspicious transactions.
- Remain updated with any revisions in Bank/SBP Regulations through regular review circulars/notifications. Ensure implementation of any new Bank/SBP Regulations within the Branch.
- Account Opening , dormant Account Processing ensuring compliance .
- To provide sound and professional support to branch customers and resolve customer complaints/queries within minimum turn around Time.
- Ensure that all security protocols pertaining to the Branch's Vault/Cash Transport/ ATM Cabin/Branch premises are active at all times and in compliance of Bank/SBP regulations regarding security measures.
- To ensure compliance of key Custodian, dual controls, password sharing and whistle blow policy.

2. **Customer Service Officer** 09/2018 - 09/2021 HABIB BANK LIMITED

- Provided primary customer support to internal and external customers.
- Day's opening balance of cash matched with the closing balance of previous day's sheet.
- Receive cash along with deposit slip from customer over the counter.
- Verify details on Deposit slip to ensure the account number, name, amount in words and figures, etc. have been correctly noted.
- Printing batch reports.
- Check all entries in Journal report against respective vouchers.
- All charges recovered as per prevalent schedule of charges.
- Tallied physical cash with net cash position.
- Processing of all customer applications / letter instructions received in same day.
- Dispatch documents of customers to their respective branches.
- Filing of different documents.
- Posting cheques for clearing.
- ATM replenishment along with supervisor.

Computer Skills:

- Ms. Word
- Ms. Excel
- Ms. PowerPoint
- Internet
- MYSIS Program
- SYMBOL

- HBL Transact

Hobbies:

- Cooking
- Cricket
- Football
- Using Internet

References:

Available only upon Request.

- Answered multi-line phone system, routing calls, delivering messages to staff and greeting visitors.
- Executed record filing system to improve document organization and management.
- Prepare regular fuel reports i.e. Daily, Fortnightly and Monthly reports.
- Distribute and store correspondence (e.g. letters, emails and packages).
- Composed, edited and prepared correspondence and other department documents.
- Performed routine analysis and calculations to process data for internal reports
- Restocked supplies and submitted purchase orders to maintain stock levels.
- Monitored office calendars to plan meetings, activities and travel to maximize productivity.

Education:

- **BBA (Hons), MARKETING** 03/2014-09/2018
KOHAT UNIVERSITY OF SCIENCE AND TECHNOLOGY
PAKISTAN
- **Intermediate, Pre-Engineering** 07/2011–07/2013
CHOKARA SCIENCE AND TECHNOLOGY KARAK
PAKISTAN
- **Matriculation, Science Group** 07/2009-07/2011
DAWN ISLAMIA PUBLIC SCHOOL KARAK PAKISTAN

3. Admin Assistant

08/2017 – 010/2017

KOHAT TEXTILE MILL

- Arranged conference rooms and facilities to prepare for meetings.
- Performed routine clerical tasks by scanning, filing and copying documents.