

AMJAD ALI LAGHARI

Branch Banking Officer | Head Teller | Teller



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SUMMARY

Experienced Branch Banking Officer with outstanding customer service, building strong relationships and accurate financial transactions. With over 5 years of experience in the banking industry and expertise in Cash and Keys handling to the Safe/ Vault /ATM and ensure proper recording upon occurrence of any change in the custodianship. Managed the operations of a branch with a staff of 9 employees. My best achievements receiving positive feedback from customer, top sales performance and making a positive impact on community.

EXPERIENCE

Branch Banking Officer

Habib Metropolitan Bank (Subsidiary of Habib AG Zurich Bank)

12/2022 - Present Karachi , Sindh , Pakistan

Job Description

- Initiated process of account opening, closing, remittance i.e. pay orders, demand drafts, fund transfers, MoneyGram, Ria payment, Ace money transfer, inward and outward clearing.
- Provided assistance in opening new accounts and remittance, resulting in a 15% increase in customer acquisitions.
- Ensure compliance regulations with respect to currency management/ dispatch to cash cell and clean note policy.
- Maintained ATM and timely settlement of ATM claims.
- Recommended suitable banking products, resulting in a 20% increase in cross-selling.

Bank Teller

Habib Metropolitan Bank (Subsidiary of Habib AG Zurich Bank)

2019 - 2022 Karachi, Sindh , Pakistan

Job Description

- Processd cash deposits, receipts, (Local & foreign currency) utilities bills and withdrawals including online transactions after duly verifying the authenticity of the currency note & instruments
- Implemented up selling techniques during counter service, resulting a 10% increase sales revenue.
- Resolved customer issues quickly, maintaining high customer satisfaction.

EDUCATION

Bachelor in Arts

University of Sindh Jamshoro

2016 - 2017 Jamshoro, Sindh, Pakistan

SKILLS

Head Teller Cash Handling

Customer Service

Relationship Building

Banking Operations Universal Teller

Microsoft Office Suite

LANGUAGES

English Proficient ●●●●●

Urdu Proficient ●●●●●

Arabic Beginner ●●●●●

Sindhi Native ●●●●●