

# MUHAMMAD TAHIR HASNAT

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📍 Dubai , United Arab Emirates



## SUMMARY

Branch Services Officer With a robust background in branch banking operations and a distinguished track record in managing diverse financial services, I bring advanced expertise in executing complex financial transactions, ensuring rigorous regulatory compliance, and delivering exceptional customer service. My experience includes proficient management of payment processing, cash and ATM operations, as well as handling remittances and utility bill collections. Having served at Faysal Bank Limited and Summit Bank Limited, I have consistently demonstrated operational efficiency, reliability and a commitment to maintaining high standards of accuracy. My deep understanding of banking procedures, coupled with a strong attention to detail and adept use of banking technologies, enables me to foster positive customer relationships and drive branch performance effectively, optimizing processes and enhancing client experiences in dynamic banking environments.

## EXPERIENCE

### Branch Services Officer

#### Faysal Bank Limited

📅 03/2022 - Present 📍 Pakistan

- Processed high volume of payments and withdrawals, managing over 1,000 transactions daily
- Issuance and delivery of cheque books and ATM cards
- ATM replenish and vault balancing
- processed foreign telegraphic transfers
- Processed home remittances, utility bills, and school/college fee collections
- Manage local remittances, pay orders, call deposit receipts,
- Facilitated normal/intercity/same-day clearing with a high accuracy rate
- Maintain and update accounts, Manage locker services
- Demonstrated exceptional customer service skills, enhancing customer satisfaction

### Universal Teller

#### Summit Bank Limited

📅 04/2019 - 03/2022 📍 Pakistan

- Processed payments and withdrawals, utility bill and educational fee transactions
- Supervised high-volume cash transactions and vault reconciliation
- Executed complex local and online financial transfers, including banker cheque
- Directed ATM cash replenishment and maintenance
- Managed standard and expedited clearing processes
- Conducted comprehensive end-of-day reconciliation and reporting, upholding accuracy and contributing to financial stability .

## EDUCATION

### Master of Commerce

#### Gomal University

📍 Pakistan

### Bachelor of Commerce

#### University of The Punjab

📍 Pakistan

## SKILLS

Customer Relationship Management

Product Knowledge

Strategic Planning

MS Office