

Waseem Ahmad

Masters of Business Administration

■ ABOUT ME

Energetic and ambitious with 9 years of experience in banking industry, I am excellent in working with team and diverse exposure of people to achieve a required goal timely and efficiently.

■ CAREER OBJECTIVE

To utilize my best efforts in every challenge I face through extra ordinary planning, hard work, commitment, and determination. Highest quality of work is always my topmost priority for successful launching and closing of any challenge. My aspiration to enhance my professional career by applying honesty, commitment and result oriented approach to become excellent management professional.

■ EXPERIENCE

Remittance Officer, Redha Al Ansari Exchange , June, 2023- Till Date

Responsibilities Include:

- Transaction Processing: Manage customers with currency exchanges, transferring and ensuring compliance with legal regulations and company policies.
- Client Interaction: Respond to customer inquiries via phone, email, and in-person, providing accurate information about services and rates.
- Issue Resolution: Address and resolve customer complaints or concerns promptly and effectively.
- Record Keeping: Maintain accurate records of transactions and customer interactions in the CRM system.
- Product Knowledge: Stay informed about the latest market trends, exchange rates, and financial products to offer informed advice to clients.
- Sales Support: Promote additional services and products to enhance customer experience and increase sales.

Relationship Manager, Summit Bank Ltd June, 2016- January, 2023.

Responsibilities Include:

- To generate NTB relationships to achieve defined CASA targets in term of volumes, revenue, and product mix.
- To build & deepen existing relationships to achieve increase in share of wallet & revenues.
- To achieve budged cross sell targets, consistency & penetration.
- To manage portfolio by having complete knowledge of relationships in term of profile, demographics, psychographics & assets in the bank & in other places.
- Cross selling includes Auto Finance, Mortgage Finance, Personal Finance, Takaful Products and Term deposits.



CONTACT

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■ PERSONAL DETAILS

Father Name : Nisar Ahmad
Nationality : Pakistani
Religion : Islam
Date of Birth : December, 1984
Marital Status : Married
PASSPORT : YC1151003

■ SKILLS

- Effective Communication
- Time Management
- Problem solving
- Adaptability
- Efficient Marketing
- Negotiation
- Leadership

- Aggressive sales call plans to acquire large prospective customers through referrals; to ensure full awareness of all policies relating to operational risk, sales processes & AML, to serve as one stop shop to all HNWI relationships. Coordinating with CDD team on KYC matters before on boarding, cross sell or up sell of any product to the customer.
- Responsible for thorough due diligence of the customer before recommending any product/service to the client.
- Liaison with other departments including AML & Sanctions advisors, CDD analyst, Sales Assurance Unit, On boarding team & Service Department to ensure compliance with operational as well as functional activities.
- Deal with retail & employee banking customers and advise them with various banking and financial products.

➤ **Business Executive, BankIslami Pakistan Ltd March, 2014- March, 2016.**

- Manage Liability portfolio and client relationships of the branch.
- Building & Maintaining relationships with clients.
- To manage, develop and grow an assigned portfolio of Retail.
- Seek opportunities to cross sell or up sell the existing clients of retail & employee banking segment.
- Monitor and assess activities of competitors to proactively satisfy and retain our clients.
- Provide excellent service in order to maintain positive reputation for the business.
- Participate in one-on-one meeting with clients to explain services to guide their choices.
- Identify key contacts at potential clients to establish and foster a relationship.
- Proactively reviewing processes, practices and documents through checklists as per Bank & State bank of Pakistan regulations, policies & procedures before forwarding any request.

▪ **ACADEMIC QUALIFICATION**

Degree : Master in Business Administration Year of passing: 2010
 Major subject : Banking & Finance
 Institution : Sarhad University of Information Technology Peshawar
 CGPA : 3.1

▪ **CERTIFICATION & TRAININGS**

JAIBP : INSTITUTE OF BANKERS PAKISTAN
 Islamic Banking : Summit Bank Ltd, BankIslami Pakistan Ltd.

▪ **REFERENCE**

Will be furnished on demand.

▪ **SOFTWARE SKILLS**

- Microsoft Office
- Quick books
- Tally
- Peachtree
- Imall
- Hplus

▪ **LANGUAGE**

- Urdu
- English
- Punjabi

▪ **HOBBIES**

- Reading Books
- Traveling
- Learning's Useful things