

ROHAAN SUHAIL

RELATIONSHIP MANAGER



CONTACT

+92-333-141-5761

rohansohail19@gmail.com

Pakistan

Passport No. JP5199022

SKILLS

- Project Management
- Public Relations
- Teamwork
- Time Management
- Leadership
- Effective Communication
- Critical Thinking
- Digital Marketing

LANGUAGES

- English (Intermediate)
- Urdu (Fluent)
- Punjabi (Fluent)



PROFILE

Highly organized and motivated professional with a diverse background in administrative roles and a strong commitment to delivering exceptional support. Seeking a clerical position in an organization to utilize my skills in communication, problem-solving, and administrative tasks to contribute to the efficient operation of the institution.



WORK EXPERIENCE

FAYSAL BANK LTD

Relationship Manager

May 2024-Nov 2024

- Identified client needs and provided tailored banking solutions, resulting in increased customer loyalty and retention.
- Achieved sales targets by promoting bank products and services, driving revenue growth.
- Addressed and resolved client inquiries and concerns promptly, enhancing overall client experience.

BANK ISLAMI LTD

Customer Services Officer

Sep 2023-May2024

- Led daily cash operations, ensuring accurate cash handling and compliance with bank policies.
- Supervised and trained cashier team members, fostering a customer-centric approach and enhancing service quality.
- Managed customer transactions efficiently, resolving issues and inquiries to maintain high levels of customer satisfaction.

MEEZAN BANK LTD

Branch Services Officer

Nov2020-Sep2023

- Built and maintained strong relationships with customers, promoting banking products and services aligned with their needs.
- Prepared comprehensive cash reports for management, highlighting trends and discrepancies for review.
- Coordinated with other departments to optimize service delivery and branch operations.
- Enforced security protocols to safeguard cash and minimize risks associated with cash handling.



EDUCATION

Bachelors of Commerce (B.Com)

University of the Punjab

DIVISION: 2nd

Intermediate F.S.C (pre-Engineering)

Board of Intermediate & Secondary Education

DIVISION: 2nd

EXPERTISE:

- Computer, Internet & E-mail
- Social Media, MS Office, ERP & InPage
- Communication & Customer Service
- Problem Solving & Creative

INTEREST

- Reading
- Travelling
- Cycling

REFERENCE

Will be provide on demand

Matriculation

Board of Intermediate & Secondary Education

DIVISION: 1st



TRAINING:

MEEZAN BANK LTD

Branch Service Officer Batch Training Programme

- Completed 10 days “Branch Service Officer Batch Training Programme” from Gujranwala in November 2020.

ASKARI BANK LTD

Accounts, General Banking, and Foreign Exchange

- Completed 6 weeks internship as an “Accounts, General Banking, and Foreign Exchange of the Bank” with ASKARI BANK LTD, Cantt Branch, Sialkot in 2019.

MICRO TECH INSTITUTE

Office Management Course

- Completed 6 weeks “Office Management Course” (Microsoft Office) from MICRO TECH INSTITUTE, Sialkot in 2018.

MICRO TECH INSTITUTE

Import & Export Documentation

- Completed 2 months Course in “Import & Export Documentation” from MICRO TECH INSTITUTE, Sialkot in 2018.

MICRO TECH INSTITUTE

Peachtree, MS-Excel, Tally & Quick Book

- Completed 2 months Course in “Peachtree, MS-Excel, Tally & Quick Book” from MICRO TECH INSTITUTE, Sialkot in 2017.