

Arslan Rasheed

PERSONAL INFORMATION:

Father's name	Abdul Rasheed
Date of Birth	October 25, 1993
Nationality	Pakistani
Marital status	Single
Driving license	Yes



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OBJECTIVE:

Utilization of my academic skills in enhancing and upgrading multifarious development standards through practical exposure, which in general will facilitate the youth of the country and specifically, provide me with an expertise towards the emerging trends in management.

PROFESSIONAL EXPERIENCE:

Customer Service Officer / Teller at Al Fardan Exchange(Dec 2021 - Present)

Roles & Responsibilities

- Meeting Customers, identifying their requirements in order high quality of services
- Handling of day end operations on daily basis for tallying cash, draft and other allied products.
- Currencies (Sales/Purchase). And aiming at highest profit on every transaction by varying the rates.
- Process Remittance e.g. Bank Transfer/Cash Payout (Western Union/Express Money)
- Process Corporate Transactions for corporate customers.
- Process transactions related Credit Card, Utility Bill Payments, Tickets etc
- Salary disbursement through SMART PAY
- Cross Selling
- Resolve customer complaints if they have any (Credit Status Inquiries/Cancellation).
- Supervision of customer related issues & complaints

Customer Service Associates / Teller at Joyalukkas Exchange(Dec 2018 - Nov2021)

Roles & Responsibilities

- Handling of day end operations on daily basis for tallying cash, draft and other allied products.
- Currencies (Sales/Purchase). And aiming at highest profit on every transaction by varying the rates.
- Process Corporate Transactions for corporate customers.
- Process transactions related Credit Card, Utility Bill Payments, Tickets etc
- Educating the customers about the benefits of new products introduced into the market by the company.
- Resolve customer complaints if they have any

Pak Gulf Construction Limited as H.R Assistant(February 2018 - May 2018)

Roles & Responsibilities

- Design compensation and benefits packages
- Implement performance review procedures (e.g. quarterly/annual and 360° evaluations)
- Develop fair HR policies and ensure employees understand and comply with them
- Implement effective sourcing, screening and interviewing techniques
- Assess training needs and coordinate learning and development initiatives for all employee
- Monitor HR department's budget
- Act as the point of contact regarding labor legislation issues

United Bank Limited (UBL) as Personal Banker(November 2014 - December 2016)

Roles & Responsibilities

- Provides account services to customers by receiving deposits and loan payments;
- cashing checks; issuing savings withdrawals; recording night and mail deposits; selling cashier's checks, traveller's checks, and series e bonds; answering questions in person or on telephone; referring to other bank services.
- Cross-sells bank products
- Completes special requests by closing accounts; taking orders for checks; opening and closing Christmas and vacation clubs; exchanging foreign currencies; providing special statements, copies, and referrals; completing safe-deposit box procedures.
- Complies with bank operations and security procedures by participating in all dual-control functions; maintaining customer traffic surveys; auditing other tellers' currency; assisting in certification of proof.
- Maintains customer confidence and protects bank operations by keeping information confidential.
- Contributes to team effort by accomplishing related results as needed.

Pakistan Telecommunication Company (PTCL) as H.R Trainee(July 2013 - August 2013)

Roles & Responsibilities

- Plan, develop, organize, implement, direct and evaluate the company's human resource function and performance
- Employee welfare (Employee bonus, Retirement, Financial support)
- Medical benefits (SAP, Issuance of medical care, Medical board, shifting of medical facility, Medical bill, Medicine bill)
- Leaves (regular employees leave, contractual employee leaves, earned leave on full pay, earned leave on half pay, extra ordinary, medical leave, casual leave,
- Disciplinary cases (promotional case, civil case, land case, criminal case, and consumer case)
- Admin (Recruitment, Purchases, Internships)

PROFESSIONAL QUALIFICATION:

- **Master in Business Administration (MBA) in Human Resource**
(Shaheed Zulfiqar Ali Bhutto Institute of Science and Technology (2017-2018)
- **Bachelor in Business Administration (BBA Hons.) in Human Resource** (The Islamia University of Bahawalpur (2010-2014)

AWARDS & ACHIEVEMENTS:

- Compliance champion Joyalukkas Exchange 2019
- Branch Superhero
- 2nd highest Cross seller Al fardan exchange (VAS)
- 1st position in total quality and management process competition in 2013 (Islamia University of Bahawalpur)
- 1st position in documentary project about entrepreneur in 2014 (Islamia University of Bahawalpur)
- Worked on a project to help a person to start a new business to become entrepreneur
- Conducted seminars during graduation

COMPUTER PROFIECIENCY:

Sr. No.	Software Package	Proficiency
1	MS Excel, Power Point, Word	Moderate