

Natasha Khan

Branch Service officer

• contact

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📍 Gulberg colony taxila

• Skills

• Core skills

1. Customer service
2. Communication
3. Problem-Solving
4. Time Management
5. Teamwork

• Technical Skills

1. Banking Software
2. Microsoft Office
3. Data Analysis
4. Digital Banking

• Soft skills

1. Adaptability
2. Attention to Detail
3. Leadership
4. Integrity



• Objective

To leverage my 11 years of banking operations experience to secure a senior leadership role in a reputable financial institution.

• Summary

Results-driven and customer-focused banking professional with 11 years of experience in providing top-notch customer service, handling transactions, and leading teams. Proven track record of consistently meeting or exceeding sales and customer satisfaction targets

• Professional Experience

• Branch Service officer

United Bank Limited, Taxila Cantt 1050
February 2025- Present

- Supervise and coordinate the activities of the branch staff to ensure excellent customer service and efficient operations.
- Monitor and control cash transactions, manage vault operations, and maintain accurate records.
- Implement sales strategies to drive business

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Branch Service officer

• Additional Skills

1. Language Skills
2. Product Knowledge
3. Sales and Marketing
4. Compliance

• Language

- English
- Urdu
- Punjabi

growth, increase customer base, and achieve sales targets.

- Conduct performance evaluations, provide coaching, and develop training plans for branch staff.

• Branch Service officer

United Bank Limited, Taxila City 0790

[Date] - August 5, 2024

- Supervised and coordinated the activities of the branch staff to ensure excellent customer service and efficient operations.
- Monitored and controlled cash transactions, managed vault operations, and maintained accurate records.
- Implemented sales strategies to drive business growth, increase customer base, and achieve sales targets.

• Branch Service Supervisor

United Bank Limited, Branch Khana Pull 1495

[Date] - November 2023 to March 2024

United Bank Limited, Branch Shamsabad 1774

[Date] - November 2020 to November 2023

• Cash officer

- United Bank Limited, Branch Bank Road 1491
- December 29, 2016 - [Date]
- Managed cash transactions, maintained cash inventory, and ensured compliance with cash handling policies.
- Supervised and coordinated the activities of cash handling staff to ensure efficient operations.
- Implemented cash management strategies to minimize risk and optimize cash flow.
- Collaborated with internal teams to resolve customer complaints and improve overall customer experience

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Branch Service officer

• Certification Awards

Long term service award
Business Development

Program IPB

Education

- B. COM from Punjab college of commerce Punjab University • 2014
- I.COM from Punjab college of women B. I. S. E RAWALPINDI 2012

• Teller (Contractual)

United Bank Limited, Branch Bank Road 1491
2015 – December 29, 2016

- Provided exceptional customer service, responded to customer inquiries, and resolved issues in a timely and professional manner.
- Processed transactions, including deposits, withdrawals, and loan payments, with high accuracy and efficiency.
- Cross-sold banking products and services to meet or exceed sales targets.
- Maintained accurate records, adhered to compliance regulations, and participated in internal audits.

• Intern

National Bank Limited, Post Office Branch Six
Road Rawalpindi
Summer 2014

- Assisted banking staff with daily operations, including customer service, transaction processing, and data entry.
- Gained exposure to banking products and services, including account opening, loan processing, and credit management.

• Relieving Duty Customer Service Representative

United Bank Limited, [Branch Location]
Shamsabad , Taxila City
Provided relief coverage for customer service representatives during absences or peak periods.

- Responded to customer inquiries, resolved issues, and provided timely and professional service.
- Maintained accurate records, adhered to compliance regulations, and collaborated with internal teams to resolve customer complaints.