



Personal Details:

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Career Objective

Dedicated and detail-oriented banking professional with experience in cash handling, customer service, and banking operations. I am eager to leverage my expertise to contribute to the growth and success of a forward-thinking financial institution while ensuring exceptional customer satisfaction and operational excellence.

EDUCATION

Islamia College University

Bachelor of Business Administration

Peshawar, Pakistan
(Aug, 2015 - Aug, 2019)

SOFT SKILLS

- ◆ Cash Management and Reconciliation
- ◆ Customer Service Excellence
- ◆ Banking Operations and Compliance
- ◆ Transaction Processing
- ◆ Account Management
- ◆ Team Collaboration and Target Achievement

WORK EXPERIENCE

General Banking Officer

The Bank of Khyber – Peshawar

Pakistan (December 2023 – December 2024)

- ◆ Delivered high-quality customer service and assisted in the smooth operation of daily banking activities.
- ◆ Handled customer inquiries, processed transactions, and managed account openings and closures.
- ◆ Ensured compliance with banking regulations and internal policies.
- ◆ Supported loan processing and provided information on financial products.
- ◆ Collaborated with colleagues to achieve branch targets while maintaining customer satisfaction and operational efficiency.

Branch Services Officer (Cash Officer)

The Bank of Khyber – Peshawar

Pakistan (June, 2022 – Dec, 2023)

- ◆ Managed cash transactions and ensured accurate cash handling.
- ◆ Replenished ATMs, collected utility bills, and maintained up-to-date cash records.
- ◆ Processed deposits, withdrawals, and remittances.
- ◆ Balanced cash drawers at the end of each day to ensure accuracy.