

Nasir Raza

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Personal statement

A conscientious and professional personal assistant with extensive experience in Operations, HR and Sales roles, currently seeking a new position as an Administrative or Sales position. A highly organised and efficient individual, whose thorough and precise approach to projects has yielded excellent results.

Work Experience

Branch Manager, Bank Alfalah Ltd

08/2021 - Present

Responsibilities & Achievements

Managed the Branch Office in order to meet the financial services needs of customers in the market area; implemented strategies to achieve goals developed for the office as part of the Bank's overall strategic plan; ensured the office's compliance with operating policies and procedures and outside regulatory requirements. Supervise, coach, and developed Branch staff and New Account/Lending staff regarding policies, procedures, products, systems and banking transactions efficiently. Proactively sought and followed up on sales opportunities and prospects, including new business. Participated in sales, service, and product training meetings. Expanded customer base by utilizing in-depth knowledge of retail services, products, and sales techniques. Supervised staff and communicated performance expectations to each team member. Monitored performance plans. Built team spirit among staff. Ensured that the audit/compliance procedures of the branch were followed.

Hr Associate, Bank Alfalah Ltd

02/2018 - 07/2021

Responsibilities & Achievements

Respond to internal and external HR related inquiries or requests and provide assistance. Redirect HR related calls or distribute correspondence to the appropriate person of the team. Maintain records of personnel-related data (payroll, personal information, leaves, turnover rates etc.) in both paper and the database and ensure all employment requirements are met. Liaise with other departments or functions (payroll, benefits etc.) Support the recruitment/hiring process by sourcing candidates, performing background checks, assisting in shortlisting, issuing employment contracts etc. Assist supervisors in performance management procedures Schedule meetings, interviews, HR events etc. and maintain the team's agenda. Coordinate training sessions and seminars. Perform orientations, onboarding and update records with new hires Produce and submit reports on general HR activity Assist in ad-hoc HR projects, like collection of employee feedback Support other functions as assigned Support provided to Branches for resolution of Operational

queries received from HO.

To visit the Branches on regularly basis to review the operational work.

Review the Branch Operational work at back end through Teradata Report and send to Branches for resolutions.

To Implement Branch Service ladders in true spirit.

Management of overall branch operations, ensuring efficiency, effectively controls maintenance of quality service level. Keep updated regarding BAL's policies and procedures, SBP guidelines including Prudential Regulations, their dissemination to concerned staff and monitoring compliance.

Manager Operations, Bank Alfalah Ltd

03/2014 - 01/2018

Responsibilities & Achievements

Management of overall branch operations, ensuring efficiency, effectively controls maintenance of quality service level. Keep updated regarding BAL's policies and procedures, SBP guidelines including Prudential Regulations, their dissemination to concerned staff and monitoring compliance.

Operations Officer, Bank Alfalah Ltd

08/2011 - 02/2014

Responsibilities & Achievements

Daily review of Cash Balances, OBC, IBC, Central Bank clearing Report, Staff Account activity report. Inward & outward clearing. Security stationary issuance and Balancing. Issuance of CDR, DD, and pay order. Locker handling and balancing.

CD Incharge, Bank Alfalah Ltd

07/2010 - 07/2011

Responsibilities & Achievements

Overall responsible of Cash Department and prepare department for Audit.

Cash Officer, Bank Alfalah Ltd

07/2006 - 06/2010

Responsibilities & Achievements

Cash Receiving and Payment, FCY cash handling. ATM handling, clearing and collection. Etc.

Qualifications

BZU Multan

2003 - 2006

Master's degree

M.com (*Pass*)