

# **ATEEQ HAMEED**

**Contact #** +971-54-3480890

**E-mail address:** ateeq.hameed1985@gmail.com

**Living Address:** Ras al khaima UAE



**09 Years Customer Service Experience in Operations, Branch Services & Cash Department in Leading Banks of Pakistan** & 06 year lari exchange UAE

## **Objective:**

To utilize existing Banking skills and talents in a corporate environment this promotes its development. Furthermore, with these capabilities, I would like to concretely contribute to the growth of an organization through the enhancement of its processes and procedures, as well as through the improvement of staff relationship.

## **Work Experience:**

### **➤ Lari Exchange (Main branch Ras al Khaimah U.A.E) •**

Operation in Charge

- From: 02<sup>nd</sup> Oct 2019 To 18 Dec 2024.
  - ❖ Handling Companies Registrations
  - ❖ Making Employees Registrations & Cancellations
  - ❖ Working on WPS Processing's
  - ❖ Add bank account holder & Exchange Card Holders
  - ❖ Rectifying wrong entries in WPS card delivering
  - ❖ Card replacement & renewal process
  - ❖ Issuance of Travel flex card top up different country currencies
  - ❖ Handling Remittance through western union, Instant cash, Exchange utility system.
  - ❖ Handling Mobile top up ding connect Ewallet top up.

### **➤ Summit Bank Ltd. Shahab Pura Branch Sialkot, Pakistan.**

- Head Teller in Branch Operations Dept.
- From: 17<sup>th</sup> Nov 2015 to 23<sup>th</sup> Nov 2018
  - ❖ Having good command in Banking Software (HPLUS)
  - ❖ Authorized the teller entries
  - ❖ Organize and equip workstations and complete work as per schedule quickly and accurately
  - ❖ Determine client needs by using tag-ons through client conversations and ensure sales staff referrals.
  - ❖ Ensure safety measures compliance by maintaining minimum amount of teller cash.
  - ❖ Interact with management to stay advanced on bank developments and initiatives.
  - ❖ Ensure compliance of tellers with audit bank and regulatory policies.
  - ❖ Ensure tellers provide outstanding customer service.

➤ **Faysal Bank Ltd. Paris Road Branch Sialkot, Pakistan.**

- Senior Branch Services Officer
- From: 7<sup>th</sup> May 2012 to 30<sup>th</sup> Aug 2015
  - ❖ Having good command in Banking Software (SEABALL & SYBOL)
  - ❖ Issuance of DD / PO and cancellation procedure
  - ❖ Cash management
  - ❖ Supervision of Cash Department & Operations, ❖ ATM daily Balancing / Retraction / Captured Cards.
  - ❖ Applying and issuance of cheque books.

➤ **United Bank Limited (UBL) Sialkot, Pakistan.**

□ Bank Teller in Cash Department from (PEOPLE Outsource)

□ From: 2<sup>st</sup> Sep 2010 to 4<sup>th</sup> May 2012

- ❖ Having good command in Banking Software (UNI BANK)
- ❖ Greet customers when they arrive and direct them to the appropriate station within the credit union.
- ❖ Process deposits, withdrawals and other banking transactions for a high volume of customers
- ❖ Perform account maintenance for members who want to change their banking products.

➤ **Additional Experiences**

- ❖ Officiates branch service manager in absence (As a Backup)
- ❖ Account Opening
- ❖ Remittance real time online ❖ Dormant account activation
- ❖ Stop payment procedure

Time Managment & Business Etiquette program 11 Feb 2024

➤ **Achievements**

- ❖ Best performer in year of 2013 to 2015
- ❖ Maintaining good audit rating
- ❖ Maintaining good client base and business.

Anti-Fraud awareness, Counterfeit Currency detection, Cyber Security 11 Aug 24

➤ **CERTIFIED TRAININGS UAE (Crowe Int ) & PAKISTAN Banks**

Onsite Customer protection standards, Customer excellence & Effective Communication skills (17 Sep 23)

Onsite Basic foreign exchange art of cross selling, Customer Relationship (19 May 23)

Online Counterfeit currency Detection and Reporting (20 Oct 23)

- ❖ Online Training FATCA Procedures (12<sup>th</sup> Aug 2014)
- ❖ Standardization of Customer's cheque layout (2<sup>nd</sup> July 2014)
- ❖ Online Compliance Essential training (24<sup>th</sup> April 2014)
- ❖ Cash Officers & Tellers (19, 20 Jan 2011)

## Academic Qualification:

- 2008**      **B.COM (Bachelors in Commerce)**  
In 1<sup>st</sup> Division from Allah iqbal open university Islamabad.
- 2005**      **I.COM (Intermediate Commerce)**  
In 2<sup>nd</sup> Division from the Board of Intermediate & Secondary
- 2003**      **Matriculations**  
In 2<sup>nd</sup> Division from the Board of Intermediate & Secondary

## Computer Skills

### ❖MICROSOFT PROGRAMES:

MS Word - MS Excel - MS PowerPoint

## PERSONAL SKILLS

- I have good communication, documentation and presentation skills
- I am hardworking, determined and well organized in my work
- I have the ability to work very well under pressure, either independently or in a team I can speak, read and write in English, Urdu, and Punjabi. I can converse well in all of the languages.

## INTERESTS :

- Listening Music, Sketching, Drawing, Playing Snooker & Cricket.

## Personal Details:

Father's Name	:	Hameed Ahmad Bhatti
Marital Status	:	Married
Date of Birth	:	29-09-1985
Religion	:	Islam
Gender	:	Male
Provincial	:	Punjab / Sialkot
Nationality	:	Pakistani
Passport #	:	AL6278122
Visa Status	:	Unemployed

## Reference:

- WILL BE PROVIDE ON DEMAND