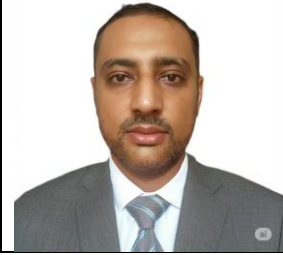


## ARSHAD JAHANGIR

### Operations Officer – Banking & Financial Services

☎ +971 55 7089494 | ✉ Arshadjahangir261992@gmail.com | 📍

Dubai, UAE



## Professional Summary

Dedicated and results-driven **Operations Officer** with 9+ years of progressive experience in **branch operations, customer service, compliance, and team supervision** within both Islamic and conventional banking systems. Demonstrated ability to streamline banking processes, maintain audit integrity, and enhance service delivery. Strong grasp of **Sharia-compliant banking practices**, regulatory policies, and digital transformation in the banking sector.

## Core Competencies

- Branch Operations Management
- SBP Regulatory Compliance
- Cash & Teller Supervision
- Account Opening & Remittance Services
- Islamic Banking Principles
- Core Banking Solutions (Oracle)
- Risk & Audit Management
- Team Leadership & Training
- MS Office & Financial Software Tools

## Professional Experience

### Rowad Al Thiqa Electronics LLC – Dubai, UAE


*Sales & Systems Officer*

📅 Nov 2024 – Present

- Delivered product demos and system solutions to streamline client operations.
- Supported customer onboarding and trained clients on accounting software.
- Strengthened client relationships and ensured operational integration post-sale.

### **Transguard Group LLC – Sharjah, UAE**


*Operations Support – Concierge Desk*

 Nov 2023 – Aug 2023

- Facilitated front-desk operations at a premium residential site.
- Handled escalations and ensured smooth resident support service.
- Coordinated with internal teams to resolve client queries efficiently.

### **National Bank of Pakistan – Pakistan**


*Branch Manager / Operations Manager / General Banking Officer*

 Sep 2016 – Nov 2023

- Supervised day-to-day **branch operations**, including account services, cash handling, and compliance checks.
- As Branch Manager (2 years), ensured clean audit reports and optimal operational performance.
- Led team training initiatives on SOPs, AML/KYC compliance, and digital tools.
- Coordinated remittance services, ATM management, and internal control reviews.

### **MCB Bank Ltd – Pakistan**

*General Banking Officer / Teller*

 Dec 2014 – Sep 2016


- Managed teller operations, customer accounts, and front-desk services.
- Gained hands-on experience across multiple functional areas, laying a strong foundation in banking operations.

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## **Education**


### **MS in Management Sciences (Finance)**

City University of Science and Technology – Pakistan

 2017 – 2019

### **BBA (Hons) in Finance**

University of Peshawar – Pakistan

 2009 – 2013

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## **Certifications**

- AML & KYC Compliance (NBP Internal Training)
  - Branch Operations Management (MCB/NBP Training Division)
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## Languages

- English – Fluent
- Urdu – Native
- Arabic – Basic

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## Additional Details

- **Nationality:** Pakistani
- **Visa Status:** Valid UAE Work Visa
- **Passport No.:** BM8100272