

YASIR KHAN

Banking & Customer Service Professional | Field Data Supervisor

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PROFESSIONAL SUMMARY

5+ years' experience in banking operations, customer service, and field supervision. Skilled in financial transactions, KYC/AML compliance, team leadership, and national survey execution. Focused on delivering service excellence and operational efficiency. Open to opportunities in Dubai's financial and research sectors.

KEY SKILLS

Banking Operations: Retail Banking, Core Banking Systems (Temenos T24 – 3 Years), Teller Reconciliation, Vault Custody, End-of-Day Balancing, UAE Banking Adaptability | **Customer Engagement:** Customer Service, Cross-selling, Conflict Resolution, Call Handling, Customer-First Approach, CRM | **Compliance & Accuracy:** KYC/AML Compliance, Data Collection, Attention to Detail | **Technology & Tools:** MS Office Suite, Survey Tools | **Leadership & Support:** Field Supervision, Team Leadership

EXPERIENCE

District Supervisor | Govt. of Sindh & WHO | Karachi | Dec 2022 – Apr 2025

- Led a team of 3 enumerators in a **Post-Typhoid Vaccine Coverage Campaign Survey** using tablet-based data collection tools. Supervised field operations, ensured adherence to WHO protocols, provided team training, and resolved on-ground challenges to maintain data quality and team safety.

Universal Teller | Allied Bank Limited | Karachi, Pakistan | Dec 2019 – Nov 2022

- Delivered exceptional front-line customer service by processing cash deposits, withdrawals, fund transfers, and other day-to-day banking transactions with speed and accuracy.
- Promoted banking services, handled customer queries, and ensured a high level of satisfaction and professionalism.
- Proficient in **Temenos T24** core banking system, with 3 years of hands-on experience in teller operations.
- Managed **end-of-day cash balancing**, reconciliation, and vault control under **dual custody with the Branch Head**.
- Maintained strict adherence to **operational policies, AML/KYC regulations**, and compliance procedures while handling high-volume transactions.

Contact Center Executive | HRSG Outsourcing | Karachi, Pakistan | Jul 2019 – Nov 2019

- Handled inbound customer calls, resolved queries efficiently, and provided accurate product information while ensuring a positive service experience. Maintained KPIs through prompt issue resolution, effective communication, and accurate documentation of interactions.

District Supervisor | UNICEF Pakistan | Shikarpur, Pakistan | Nov 2018 – Mar 2019 |

- Supervised a team of enumerators for the **UNICEF Multiple Indicator Cluster Survey (MICS) 2018-19**, overseeing data collection on health, education, and child protection. Trained staff, coordinated with local authorities, and ensured data accuracy and smooth field operations.

Financial Advisor | IGI Life Insurance | Karachi, Pakistan | Jan 2018 – Aug 2018

- Assisted clients in selecting suitable insurance policies and provided ongoing support to ensure their financial security. Built strong client relationships and contributed to achieving sales targets at IGI Life Insurance.

EDUCATION

BS in International Relations | Shah Abdul Latif University | 2014–2017

CERTIFICATIONS & TRAINING

Financial Literacy Training Program | National Institute of Banking and Finance (NIBAF)-Pakistan | 2021

LANGUAGES: English, Urdu (Native), Sindhi (Native), Hindi (Fluent)