

AMISH NAYYER BHATTI

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CAREER OBJECTIVES

To establish myself as a competent professional to achieve and sustained professional development in a well-reputed organization and to work in an environment that offers challenges, utilization of professional skills, involves rational decision making and promise carries growth. Effective in communication and capable to work with cross-functional and diverse teams to achieve goals.

PROFESSIONAL EXPERIENCE

Working as a Customer Service Officer at Emirates India International Exchange:
(UAE Dubai From Jan-2019 to till Jan-2023)

Roles & Responsibilities:

- Attend and greeting counter customer.
- Remittance sending and receiving from any part of the world and send UAE money transfer as per the customer request.
- WPS (Wages Protection System) processing and disbursement salary at the site/branch.
- Effectively handle queries/concerns of the customer over the phone/counter.
- Timely Verification of documents in compliance with **Anti-money laundering (AML)** policies.
- Effectively handle cash and maintaining accuracy cash balancing at the day end report.
- Prepare/Maintain branch report and Handling petty cash.
- Buying and selling foreign currencies as per compliance.
- Business development as instructed by the Branch In-charge from time to time and promote bank products and services.Refer customers to appropriate banking services and representatives.

Branch Banking Officer at The First Micro Finance Bank Ltd; (Pakistan from MAY-2016 TO SEP-2018).

Job Responsibilities:

- Audit rating at least 'Satisfactory' of the branch. Timely rectification of audit observations. Readiness of counter before start of business hours.
- Ensure customer services delivery standards are maintained and ensure the branch provides error free and quality customer service.
- Ensure proper security and compliance of passwords system management as per strict controls and policies.
- The proper upkeep of branch security systems, fire extinguishers, and security alarms at all Preparation of bi-weekly reconciliation of Sub office Account.

Micro Finance Officer at The First Micro Finance Bank Ltd; (Pakistan from MAY-2015 TO MAY-2016)

Job Responsibilities:

- Conduct participatory needs assessment and poverty profiling of the poor segment of the area of the branch operates.
- Ensure proper implementation by conducting field visits to clients during business meetings, 1st dialogue and cross verification of client's business and residence.
- Applications forms. Ensure timely recovery from the clients. Coordinate with BCC for Client visits.
- Ensure completion of the relevant documentation and legal formalities as per the product manual of State bank of Pakistan.

SOFTWARE KNOWLEDGE AND DEVELOPMENT;

- 03 Month Course of Office Management from **(Lahore College MS Office Word, Excel, Internet Explorer)**
- **01** Day Training of AM L from **FERG(Foreign Exchange and Remittance Group UAE Dubai)**
- **03** Days Training of Ethics -D100 from(The **First Micro Finance Bank Ltd Pakistan**)
- **05** Days Training of Advance Training of Loan Officer from(The **First Micro Finance Bank**)

EDUCATION & QUALIFICATIONS

B.Com (Bachelor of Commerce) Punjab University 2014

I.Com (Intermediate in Commerce) BISE Lahore 2012

Matriculation (Science) BISE Lahore 2010

KEY SKILLS:

Learned to adapt and synchronize with adverse situations with the life experience and the on job experience and ready to take risks. Excellent verbal and written communication skills, strong analytical skills and the ability to work in a fast-paced, self-directed environment. Demonstrated abilities in understanding with extensive knowledge in customer handling. Energetic and self-motivated with a high degree of cultural sensitivity, can work under pressure and meet deadlines.

PERSONAL PROFILE:

Nationality	Pakistan
Sex	Male
Marital status	Married
Passport No	CG3170122
Languages Known	Urdu,English,Punjabi,Hindi

DECLARATION:

I hereby declare that the above mentioned information is correct up to my knowledge and belief I bear the responsibility for the correctness of the above mentioned particulars.

With regards,

Amish Nayyer Bhatti

Reference will be available on request