



MARYAM AZEEM

Nationality: Pakistani **Date of birth:** 12/01/1996 **Gender:** Female

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ABOUT ME

Enthusiastic banker with experience assisting customers. Proficiently assists corporate clients with all their banking needs. Processes transactions accurately in customer accounts including checking savings and investment funds.

WORK EXPERIENCE

Branch Services Officer

United Bank Limited [09/10/2019 – 06/01/2021]

City: Rawalpindi

Country: Pakistan

- Performed a variety of teller duties including handling customer deposits and withdrawals, processing loan payments, and selling money orders and other bank products.
- Maintained accurate transaction records and balancing cash drawer on a daily basis.
- Answered customer inquiries and referred them to the appropriate bank staff for further assistance.

Branch Services Supervisor

United Bank Limited [06/01/2021 – 20/11/2022]

City: Rawalpindi

Country: Pakistan

- Maintained cash orders, balancing and branch/teller audits
- Processed standard teller transactions for customers, which included servicing the clients account, accepting loan payments, cashing checks, balancing cash drawers, and correcting discrepancies.
- Trained tellers on banking policies and improved sales techniques toward achieving sales goals.
- Taught and coached employees on maintaining a clean and customer friendly atmosphere.

Branch Operations Officer

United Bank Limited [20/11/2022 – 23/02/2023]

City: Rawalpindi

Country: Pakistan

- Responsible for overseeing all activities in regards to opening new corporate accounts.
- Represented the bank at civic and community functions.
- Managed the daily operations of all teller stations, including cash drawers, deposits and withdrawals, and reconciling at end of day.
- Maintained accurate records of all transactions in accordance with bank policies and procedures (including anti-money laundering laws).

EDUCATION AND TRAINING

Bachelors in Electronics Engineering *International Islamic University Islamabad*

City: Islamabad

Country: Pakistan

HSSC (Pre-Engineering) *Global College Of Sciences*

City: Rawalpindi

Country: Pakistan

SSC (Science) *Global School Systems*

City: Rawalpindi

Country: Pakistan

LANGUAGE SKILLS

Mother tongue(s): **Urdu**

Other language(s):

English

LISTENING C2 READING C2 WRITING C2

SPOKEN PRODUCTION C1 SPOKEN INTERACTION C1

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

DIGITAL SKILLS

Microsoft Office (Outlook, Excel, Word, PowerPoint) / outlook / Google (Google Drive, Google Docs, Google Slides, Google Sheets, Google Meets, Google Trends)) / use of social media (Facebook, Twitter, Instagram, TikTok, LinkedIn, Pinterest) / Communicating. Handling information. Transacting. Problem solving. Being safe and compliant online.

CONFERENCES AND SEMINARS

Interpersonal Skills

[Learning and Development Center North, Islamabad, 13/11/2019 – 13/11/2019]

HOBBIES AND INTERESTS

Writing

Cooking

Watching informative documentaries

Playing Badminton

Reading Novels

COMMUNICATION AND INTERPERSONAL SKILLS

Asking questions

Seeking feedback from others to improve my performance.

Accepting constructive criticism gracefully

Offering help and support to others

Demonstrating empathy towards others
