



MUDASSIR NADEEM

S/O Noor Muhammad

18-05-1993

Male

0561586847

mudassirnadeem2013@gmail.com

Spain Cluster International City, UAE, Dubai

35301-6772355-3

OBJECTIVE

Seeking a demanding & quality oriented position in an organization to gain work experience and knowledge in the practical field and to be an integral part of good environment that could make effective use of my potential and contribution towards achievement of organizational objectives and personal growth.

SKILLS

MS Office

Sonaware.Net

T-24 Banking Application

Communication

Time Management

Problem Solver

Decision Maker



EDUCATION

VIRTUAL UNIVERSITY ISLAMABAD

M.Com, Master of Commerce

2014 - 2016

CGPA: 3.42/4.00

Division: 1st

PUNJAB UNIVERSITY LAHORE

B.Com, Bachelor of Commerce

2011 - 2013

Marks: 1057/1400

Division: 1st

PBTE LAHORE

D.Com

2009 - 2011

Marks: 980/1200

Division: 1st

BISE MULTAN

Matriculation

2007 - 2009

Marks: 852/1050

Division: 1st



WORK EXPERIENCE

SONERI BANK LIMITED

Branch Operations Manager

31-10-2019 - 24.02.2023

Leading and motivating staff to improve customer service with clients.

Designing and implementing strategic plans to reach operations targets.

Cultivating lasting relationships with customers to grow customer loyalty.

Developing and promoting weekly, monthly, and quarterly sales objectives.

Drafting detailed and accurate operations reports.

Make important internal branch policy, planning, and strategy decisions.

Manage the team and ensure that all the transactions posted efficiently and accurately

Responsible for day to day operations of tellers

Establishment of training programs for new staff joined

Responsible for authorization of all the transactions posted by staff

Provide inspired leadership for the organization.

Working with customers to better understand their business needs and goals.

Implement, and review operational policies and procedures.

Help promote a company culture that encourages top performance and high morale.

Overseas reporting, planning, and auditing.

INTERESTS

- Reading Books
- Travelling
- Sports

Ensure all legal and regulatory documents are filed and monitor compliance with laws and

regulations.

Identify and address problems and opportunities for the company.

Provide excellent customer service for customer loyalty

Build alliances and partnerships with other organizations.

Support worker communication with the management team.

SONERI BANK LIMITED

Customer Services Manager

17-01-2019 - 31-10-2019

SONERI BANK LIMITED

Customer service officer

12-08-2015 - 17-01-2019

ALLIED BANK LIMITED, CHICHAWATNI BRANCH

Chief Cashier

02-06-2014 - 11-08-2015



TRAININGS & DEVELOPMENT

- Account Opening start of relationship.
- Anti-Money Laundering / Know Your Customer
- Currency management Strategy
- Basic of Accounting



LANGUAGES

English, Urdu,Hindi



REFERENCES

Reference will be provided on demand