



Ijaz Ahmad

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OBJECTIVE

Qualified Branch operation manager with over 14 years in fast-paced customer service and banking environments. As a customer service representative I am personable good at building loyal relationships, solving problems, and Increasing Sales. I also excel in listening to customer needs, articulating product benefits and creating solutions that provide value to the customer.



EDUCATION

MBA-Finance

NORTHREN UNIVERSITY NOWSHERA

Bachelor of Commerce

UNIVERSITY OF PESHAWAR



EXPERIENCE

I. Branch Operation Manager

MCB Bank Limited Pakistan. (AUG 2018 to Present)

Responsible for Counter Services/ Operations with a view to achieve timely and accurate processing of deliverables in a professional environment.

- Approval and supervision/ review of daily transactions as per their approved DOA limit
- Authorization of Utility bills collection and review of the 'scroll' and ensure total amount collected is transferred to the main collection account.
- Ensure surrendering of excess cash (above the vault limit) and soiled / cut notes with Cash House on weekly or need basis
- Responsible for reconciliation of all cash suspense accounts on a daily basis.
- Authorize and sign off all the PO / DD / FDD/FTT jointly with 2nd signatory in the branch.
- Act as the Custodian of strong room keys.
- Act as the custodian of Test key.

- Responsible for the verification and balancing of cash / prize bonds and stationary.
- Supervising overall function of RTC's & all deposit receipts

Service Delivery & Branch Outlook

- Managing service delivery – Observation of queue time and length and taking action as needed to capacitize serving counters and/or managing customer traffic in the branch.
- Provide guidance and help in the resolution of queries / issues pertaining to different areas of the branch and update Branch Manager on a regular basis on all the branch matters.
- Liaison with Sales & Services staff to ensure that adequate support is provided in facilitating the branch's service delivery standards and sales goals.
- Ensure clean, hygienic and standardized branch outlook is maintained by making sure HOD, Housekeeping checklist are religiously practiced and followed.
- Ensure the panic alarms, cctv cameras, fire extinguishers & q-matic system is in working condition
- Ensure that important phone numbers list, rate sheet, branch license and Banking.

ATM Management

- Proactively monitoring the ATM downtime and resolve all technical issues through close coordination with Information Technology and hardware suppliers. Also ensure to arrange a designated UPS for the ATM.
- Monitoring of all activities pertaining to ATM operations and ensuring that ATM cash is balanced on a daily basis.
- Supervise ATM balancing – Reconciliation of suspect entries & preparation of ATM fact sheet
- Supervising ATM cash including replenishment of cash and all supplies, and looking after the physical aspects of the machine including disposal of captured cards & scroll replenishment
- Investigation and resolution of all abnormalities relating to ATM transactions.
- Manage timely recoding / managing of ATM claims.
- Act as the ATM keys / combination custodian.

II. Customer Service Manager

SILK EMAN ISLAMIC Bank Limited Pakistan. (Dec 2016 To NOV 2018)

- Supervision and passing of cash/CLG/TRS.
- To insure that cash vault and cash counter being maintained as per SBP requirement.
- Supervision of PO/DD
- To keep all transactions in strict compliance with bank's SOPs.
- Custodian of cash safe keys/ strong room doors.
- To ensure proper posting & checking of instruments and batch posting.
- Custodian of security stationary.

- Skillfully & gently makes interaction with walk inn customers for business development.
- Ensure all taxes are being deposit with SBP in required time line.
- Supervision of general operation activities in branch.
- Daily balancing and maintained of ATM.

III. General Banking Officer

The Bank of Punjab Pakistan. (OCT 2008 To NOV 2016)

- Manage all front & back-office transactions efficiently
 - Manage and handle remittance related activities
 - Open and maintain customer accounts
 - Process online transactions and remittance along with issuance of financial instruments.
 - Process the collection of inward and outward clearing in line with internal SOPs and prudential regulations.
 - Process ATM claim settlements
 - Ensure the operational and front office activities are carried out appropriately as assigned.
- Scrutinize all transaction vouchers on daily basis and ensure hard copies are filled properly to maintain auditable trail.
- Generate various month-end reports.



SKILLS

- Operating system (Microsoft window, Vista,7,10)
- Microsoft Office 2000/2003/2007/2016
- Internet Surfing
- Computer Hardware
- Computer Application
- Inpage
- Excellence interpersonal and communication skills.
- High level of motivation and professional skills.
- Capability to be innovative and solution oriented.
- Able to adjust in different Environment



ACTIVITIES

Books reading, home décor, painting and indoor games
Keen interest in various new and upcoming technologies



CERTIFICATE

- ✓ Certified Branch operation Manger (MCB Bank Ltd)
- ✓ AML/CFT
- ✓ Branch Banking



LANGUAGES

- ❖ English
- ❖ Urdu
- ❖ Pashto