

# Ayesha Sharif

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## CAREER OBJECTIVE:

To work in a professional environment with personal development and growth possibilities through professional ethics, with sincere commitment and hard work.

## PERSONAL SUMMARY:

A highly motivated, confident operations and customer services manager with exceptional multi-tasking and organizational skills. I have six and half years bitter experience in diferent banking fields i.e Cash Management, Remittances, Foreign Remittances, dealing with State Bank of Pakistan and supervision internal/external matters of branch. Now days working in United Bank Ltd as “Customer Services and Operations Manager” in Gujrat Branch.

## PROFESSIONAL WORK EXPERIENCE:

**Organization:** United Bank limited   
**Tenure:** December 2020 – Present  
**Designations:** Customer Services & Operations Manager

**Organization:** Habib bank limited   
**Tenure:** October 2015 to October 2019  
**Designations:** Cash Officer ( teller officer )

**Organization:** Bank Of Punjab   
**Tenure:** April 2015 to June 2015  
**Designations:** Internee

## RESPONSIBILITIES:

- Ensure all transactions are processed with zero error.

- Monitor cash management system in adherence to SBP regulations.
- Ensures that customer queries and complaints are resolved in a reasonable time depending upon the nature of the complaint.
- Support the branch in terms of product processing and service delivery.
- Acts as custodian of cash limits and transactions carried out in the branch limits.
- Manages branch's security systems.
- Ensures that accruals and liquidation of income / expense is timely and accurate.
- Supervises monitors and authorizes daily financial and non-financial transactions.
- Training subordinates from time to time to enhance their banking knowledge and skills.
- Dealing with Treasury and SBP.
- Monitoring the payments of remittance transactions

### QUALIFICATION:

DEGREE	PASSING YEAR	UNIVERSITY/BOARD	GRADES
Masters Of Commerce	2014	University of The Gujrat, Gujrat, Punjab Pakistan	A
Bachelors of commerce	2012	University of The Punjab ,Punjab Pakistan	A
<b>Intermediate In Commerce</b>	2010	Board of Intermediate & Secondary Education Gujranwala, Punjab Pakistan.	A+
<b>Matriculation (science )</b>	2008	Board of Intermediate & Secondary Education Gujranwala, Punjab Pakistan.	A+

### COMMUNICATION AND INTERPERSONAL SKILLS:

- Outstanding command over verbal and non-verbal communicative & interpersonal skills.
- Strong organizational, problem solving, interpersonal and negotiation skills.
- Excellent account management skills.
- Ability to work long hours, often under pressure.
- Able to work on own initiative as well as part of a team.
- Flexible, hard working attitude.
- Flair to organize & prioritize tasks to meet deadlines.
- Ability to manage multiple projects with minimal supervision.
- Excellent listening and verbal communication skills.
- Have an intermediate level command over English Languages.

### TRAININGS AND WORKSHOPS:

- One day workshop about Anti Money Laundering at Lahore.
- One day workshop about Customers Due Diligence at Lahore.
- Three days Country Induction Course at Lahore.
- One day workshop about Gender diversity at L & D .
- One day workshop about The Power of Positive Attitude at Lahore.
- Two days workshop about Remittances at Lahore.
- One day workshop about Foreign Exchange at Islamabad.

## PROFESSIONAL COMPUTER SKILLS:

- **Operating System** Microsoft Windows 8,7,Vista & XP
- **M.S Office** Ms-Word,Excel,Power point, Outlook
- **Core banking system** In **UNITED BANK LIMITED (UBL)**
- **MYSIS** IN **HABIB BANK LIMITED (HBL)**

## PERSONAL INFORMATION:

- **Nationality :** Pakistani
- **Father Name:** Muhammad Sharif
- **passport No :** LZ5122622
- **Visa Validity:** 17-aug-23 to 15-Oct-23
- **Marital Status:** Single
- **Languages:** English, Urdu, Punjabi
- **Date of Birth:** August 17, 1991.

## REFERENCE:

Will be provided on demand.