

Muhammad Haris

Branch Supervisor | Sales Strategist | Relationship Builder

Abu Dhabi – UAE | Valid Driving License

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Ready to lead any department on managerial position with excellent Arabic and multi-language skills, along with leading, coaching and collaborative skills, and aspiring to develop quality workforce to contribute in organization's overall growth.

ACHIEVEMENTS

- Best Employee 2nd Qtr. 2019 – Al Fardan Exchange for achieving overall 100% AOP 6-month target.
- Employee of the Western Region for selling highest deal of National Bond in NBC sell big win big campaign.
- Selected as Pakistan Corridor in-charge - Western Region by the Area Manager after increasing BR. PKR counts from 700 to 1600.
- Best sales staff of the branch for selling highest number of Travelez Cards - Classic & Platinum.
- WPS Hunter of the month for bringing 4 WPS on board in WPS Hunting New Acquisition and conversion campaign.
- Selected as Best Customer Service Staff of the branch by COO of the company for giving best services to Arabic customers.

EXPERIENCE

AL FARDAN EXCHANGE – UAE | Jan 2016 – To Date

Branch Supervisor

Bank AL Habib Limited – PAKISTAN | June 2011 – October 2014

Branch Floor Supervisor

SUMMARY OF EXPERIENCE

Sales AOP Responsibilities:

- Ensure that the Branch Monthly, Quarterly and Annual targets are achieved in accordance with the Company Business AOP Plan.
- Ensure the implementation of appropriate action plans for all KPIs where sales targets are not being achieved.
- **Ground Marketing Activities** - Marketing activities in nearby areas and shops for remittance as well as WPS registrations.
- **Remittance counts** - Calling Inactive as well as active customers and inform about our present special rates. Focus on camp drivers and house drivers for bringing more customers. Convince VAS customers to do remittance (make internal lucky draw for this)
- **Remittance Volume** - Focus on HNI Customers (Continuous rate update and follow up with HNI customers)
- **FCY Income** - Inform all the customers about the availability of FCY and will offer best rate. Non-moving FCY will be transferred to CCM.
- **JPMC Transaction & Registration Hunt** - Call and follow up with the Inactive Corporate customers. Find new companies as well as follow up with present leads for onboarding them.
- **Travelez Cards** - Cross sell to FCY customers as well as targeted segments.
- **NBC Volume** - Inform all the customers about the NBC and try to do at least a single NBC transaction on daily basis.
- **Customer Acquisition** - Request customers to refer to their friends about us.
- **Customer Retention** - Inactive customer calling and follow up for all corridors on daily basis.
- **WPS Income** - Acquire new registrations by offering bundle packages.
- **VAS Income** - Convince the customers for local or international mobile recharge.
- **Lobby Staff** - One staff will be in the lobby on rotation basis for cross selling of various products.
- **Branch Internal Drives** - Run internal business drives by giving specific target for all the staffs to increase sales.
- **Income** – Deeply focus on branch income growth year on year and month to month basis.
- **Corporate Business** - Visit local businesses with the Regional Manager to encourage new corporate and individual customers to come to the branch.

Customer Relations:

- Ensure that excellent customer relationships are built and maintained with all appropriate levels within the Branch.
- Ensure that the team delivers best customer service for any subsequent follow up regarding transaction query.
- Spend time with customers and listening to their feedback and assisting with advice on their transactions.
- Take the lead in resolving customer complaints and issues and showing the other staff how customer service should be defined.
- Ensure all feedback from the customers is fed to the Regional Head.
- Identify ways of improving the branch efficiency and services delivered.
- Take google reviews from the customer regarding customer service of the branch staff.
- Ensure that all improvement opportunities are identified and implemented in an efficient and effective manner.
- Effectively manage the Cash stock to ensure the appropriate money is held for the customer payments.

Operational Excellence:

- Conduct End of day activity for the branch at day end and perform end of day cashier cash balancing of the branch.
- Cross check of all third parties at day end and perform balancing and reconciliation process.
- Check day-to-day branch compliance activity with the Company's own Internal AML policies and procedures.
- Where issues are identified with policies and procedures, comments should be fed up to the Regional Head.
- Ensure the branch security is maintained by applying controls around key holders and opening and closing procedures.
- Ensure proper handover is taken before the Branch Manager proceeds on Annual leave.
- Proper check and record of security cameras, Police file, Alarm activities.
- Ensure that maximum bank deposit amount is sent for cash collection on a daily basis.
- Carry out routine checks on all tills to ensure the system and physical cash amounts tally.
- Ensure any discrepancies on the tills are immediately reported for internal audit to investigate.

People Management:

- Manage the staff roster to ensure that all services are available at all times in the branch to meet customer needs.
- Appropriate handover takes place between staff who are off the following day for rest or leave.
- Manage branch staff in accordance with company policies and procedures.
- Monitor staff performance and ensure that training and development needs are identified.
- Coordinate with HR to develop manpower plan and ensure proper staffing levels.
- Ensure effective communication between Head Office and Branch.
- Contribute to an environment of teamwork within the Branch.
- Ensure all third party logins are deactivated and tills are closed before any staff proceed for annual leave.

EDUCATION

Graduated – Pakistan (Degree Attested)

CERTIFICATION

- ISO 9001:2015 Lead Auditor – CQI-IRCA
- ISO 14001:2015 Lead Auditor – CQI-IRCA
- COSHH Manager Certification – UK
- NEBOSH IGC – UK
- IOSH MS - UK
- The Risk Assess 365 Software Certification
- Record Keeping Files Management – KBR
- Time Management – KBR
- Peak 2 Foundation – MS OFFICE
- Peak 2 Hardware – Computer Hardware

AWARDS

Best Employee 2nd Qtr. 2019 – Al Fardan Exchange
KBR – IT Dept.
KBR – Medical Dept.

LANGUAGE SKILLS

Arabic	●●●●●●●●○
English	●●●●●●●●●
Urdu	●●●●●●●●●
Hindi	●●●●●●●●●

EFFECTIVE PERSONAL SKILLS

- Conceptual and Analytical skills
- Effective Problem Solving
- People Leadership Skills
- Relationship Building
- Excellent multilingual skills
- Strategic Planning
- Budget Management
- Risk Mitigation
- Growth Data Analysis
- Customer Relations

SOFTWARE SKILLS

Quality Assurance	●●●●●●●●●
Staff Training and Coaching	●●●●●●●●●
Budget Management	●●●●●●●○○
MS OFFICE	●●●●●●●●●

TRAININGS ATTENDED

- Organizational development
- Strategic leadership
- Diversity and inclusion
- Digital learning and development

ACADEMIC INTERESTS

Interested in:
-Business Analytics
-Subjects like Organizational behavior, Social Psychology, Office Management.

Attended symposiums on:

- HR 2013, Changing workforce dimensions
- NHRD KPK Chapter
- Personality Development
- Work Life and Job Satisfaction
- Psychological Skills Development

EXTRA CURRICULAR ACTIVITIES

- Presented Case Study on Colgate Palmolive
- Behavioral Workshop – customer relationship
- Fair Deal - One Day Business
- Founder member of college leaders Club

DECLARATION

I hereby declare that all the above details are true to the best of my Knowledge, and if needed reference will be shared on demand.