

# SAYED SUBAKTAGEEN SHAH

## BANK TELLER



### PERSONAL PROFILE

Bank Teller with a proven track record of excellence in customer service and financial transaction management. Bringing over 9 years of hands-on experience in various banking roles, including Head Cashier and Counter Services Officer. Proficient in cash handling, precise processing of deposits and withdrawals, and adept at maintaining accurate transaction records. A strategic communicator with a strong ability to promote banking products and services. Committed to upholding the highest standards of confidentiality, security, and compliance in the industry. Skilled in using banking software and technology to enhance operational efficiency. Seeking to leverage my extensive expertise and commitment to customer satisfaction in contributing to the success of a reputable financial institution.

### STRENGTHS & CAPABILITIES

- Proven record of providing top-notch service and satisfaction.
- Meticulous in handling cash, ensuring precision in transactions.
- Swiftly resolves issues in high-pressure environments.
- Proficient in utilizing banking software for enhanced efficiency.
- Successfully supervises and trains staff for operational excellence.
- Ensures adherence to industry standards and regulations.
- Maintains precise transaction records with meticulous attention.
- Strong verbal and written communication skills for effective interactions.

### CONTACT

 009710563368315

 subaktageen886@gmail.com

 U,A,E, Dubai

### PROFESSIONAL SKILLS

- ✓ Cash Handling Skills
- ✓ Customer Service Excellence
- ✓ Transaction Accuracy
- ✓ Supervisory Leadership
- ✓ Product Promotion
- ✓ Computer proficiency.
- ✓ Leadership experience.
- ✓ Communication skills.
- ✓ Organizational know-how.
- ✓ People skills.
- ✓ Collaboration talent.
- ✓ Problem-solving abilities.

### PROFESSIONAL EXPERIENCE

#### Head Cashier

Jul 2016 - Jan 2023

Bank Al Habib Ltd Pakistan

- Provided exceptional service, ensuring customer satisfaction.
- Managed accurate processing of cash transactions, deposits, and withdrawals.
- Oversaw and trained staff, ensuring efficient financial transactions.
- Actively promoted banking products and services to customers.
- Upheld highest standards of confidentiality, security, and compliance.

#### Counter Services Officer

Aug 2015 - Jul 2016

Bank Alfalah - Dir

- Delivered superior customer service, handling cash transactions accurately.
- Assisted with account opening, bill payments, and various financial transactions.
- Identified and capitalized on cross-selling opportunities for bank products.
- Ensured strict compliance with bank policies and regulations.
- Managed cash supply and performed end-of-day balancing.

#### Universal Teller

Nov 2012 - Sep 2014

United Bank Limited - Dir KPK

- Processed cash transactions, deposits, withdrawals, and account inquiries accurately.
- Resolved customer inquiries and complaints promptly.
- Balanced, reported, and replenished ATMs for optimal functionality.
- Actively promoted the bank's products and services to customers.
- Ensured accurate balancing of the cash drawer at the end of each day.

## ACADEMIC QUALIFICATION

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### ❖ Master in International Relations

2015

University of Malakand, Dir KPK

## TRAINING & COURSES

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- Fair Treatment of Customers
- Currency Transaction Report
- Business Management
- Basic Banking Training
- Business Continuity Management
- Customer Handling
- Cyber Security
- Debarred List Name Screening
- Effective Batch Checking
- Internet Security
- Phishing
- Safe Watch Screening
- Dress Code
- AML/CFT (Anti-Money Laundering/Counter Financing of Terrorism)

## EXPERTISE

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- Accurately process cash transactions, deposits, and withdrawals.
- Deliver exceptional service, resolving issues promptly for customer satisfaction.
- Efficiently manage and train staff for optimal financial transaction operations.
- Actively promote banking products, contributing to increased sales and customer engagement.
- Uphold stringent confidentiality, security, and compliance standards in alignment with banking regulations.
- Utilize banking software and technology to enhance operational efficiency.
- Identify and capitalize on opportunities for cross-selling various bank products.
- Manage cash supply, oversee ATM operations, and ensure accurate daily balancing.

## HOBBIES & INTERESTS

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- Continuous Learning
- Writing
- Reading
- Internet Surfing
- Gardening
- Computer Proficiency

## PERSONAL INFORMATION

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- Full Name : Sayed Subaktageen Shah
- Father Name : Sayed Abdulbaqi Shah
- Date of Birth : 11-2-1989
- CNIC Number : 15306-6607275-1
- Nationality : Pakistan
- Religion : Islam
- Marital Status : Married
- Phone Number : 009710563368315
- Email ID : [subaktageen886@gmail.com](mailto:subaktageen886@gmail.com)
- Address : Dubai

## LANGUAGES

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- English
- Urdu
- Hindi
- Pushto