

CORE STRENGTHS & ENABLING SKILLS



NAZIA PARI

BANKER

SUMMARY

I am a motivated and results-driven individual with a strong determination, excellent interpersonal skills, and effective communication abilities. I am eager to tackle challenging tasks with complete dedication and responsibility.

QUALIFICATION

- 2019 BSc. Economics from Fatima Jinnah Women University, Pakistan.

CERTIFICATES

- Outstanding Performance for the year 2022.
- Compliance Certification Program (2023)
- Certificate for Gender Awareness & SBP policy on banking equality (2022)
- Advance Excel and Dashboard Reporting (2022)

- MS Office (Word, Excel, Outlook, PowerPoint, Access, Teams)
- Customer Services/Support
- Banking Operations
- Retail Sales
- Effective Approaches
- Communication Skills
- Handling client complaints
- Channel Development
- MIS Reporting
- Financial Transactions
- Emergency Response
- Time Management
- Teamwork
- Technology Proficiency
- Problem Solving
- Decision Making

WORK EXPERIENCE

Senior Officer Channel Development & Retail Deposits/Sales (June 2021-Sept 2023) Office Location

U Microfinance Bank Private Limited- Head Office Islamabad, Pakistan

I provided my services to Upaisa, an innovative branchless banking initiative that emerged through the collaboration between U Microfinance Bank and Ufone for the masses of Pakistan.

RESPONSIBILITIES

- Proactively consult with Business Partner in an outbound effort to uncover their unique needs and help advice on the best solutions for their Salary Disbursement's and Collection of Funds.
- Develop and Manage UPaisa channel to increase arm length to have multiple and wide network offering Upaisa Services for customers.
- Strong coordination with all the stake holders, internal and external customers for timely completion of projects.
- Maintain accurate and up-to-date records of sales transactions, customer interactions, and other relevant data.
- Adhere to daily KPIs, such as calls/demos/emails per day and attending customer meetings on time.
- Preparing client agreements by proposing comprehensive solutions for disbursements and fund collections along with other Branchless Banking Services.
- Coordinating with internal departments, i.e. legal, compliance, IT, and operations, to guarantee the accurate

CONTACT

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LANGUAGES

English

Urdu

Wakhi (Native)

INTERESTS

Travelling

Hiking's

Reading Newspaper

Cricket

Photography and Videography

Driving

completion of every aspect of the client onboarding process.

- Preparation of daily/weekly/monthly business plans with Business Team.
- Following up on Account Opening and monitoring the dispatch of ATM cards.
- Following up with Operations team on salary disbursement of corporate clients and to documenting the MIS of the disbursed amount.
- Gathering feedback from customers and internal stakeholders to identify areas for improvement.
- To compile and present accurate Disbursement and Donation Collection figures to the management team.
- Managing, monitoring and reviewing all the client queries.
- Maintaining all the transaction reports.
- Monitoring Upaisa Channels across Pakistan.
- Strategies to increase growth via Channels.

Officer Branchless Banking (Feb 2020-June 2021)

Office Location

The First Microfinance Bank Private Limited- Head Office

Islamabad, Pakistan

RESPONSIBILITIES

- Maintain and reconcile the accounts payable and accounts receivable systems in order to ensure accurate transaction before external and internal auditing.
- Assist in the preparation of quarterly/annually financial report of Customer's active wallet accounts.
- Handling customer's queries over the phone or via correspondence.
- Verifying customer data to detect and identify financial fraud.
- Handling the Disputed transaction of Customers.
- Reporting the TMS alerts to the concerned Compliance team.
- Maintaining of MIS.
- Coordination with branches and other departments.

Customer Relationship Officer (August 2019- Jan 2020)

Office Location

The First Microfinance Bank Private Limited- Rawalpindi

Branch Islamabad, Pakistan

- Addressing customer inquiries, resolving issues, and providing accurate information about banking products and services.
- Facilitating customers with the account opening procedures.
- Managed incoming and outgoing communications, including emails, phone calls, and mail.
- Providing support to other team members as needed.