

# MUHAMMAD AHSAN SHAKEEL

## BRANCH SERVICE OFFICER

### CONTACT

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### ABOUT ME

Experienced professional with a solid foundation in cash handling and customer service, developed while serving as a Branch Service Officer (BSO) at Faysal Bank Limited. Skilled in overseeing debit and credit transactions, offering advice on banking products, and ensuring top-notch customer service. Proven track record of thriving in a high-speed banking setting, proficient in utilizing financial platforms and resolving challenges promptly. Actively seeking chances to apply my cash management skills and enhance a vibrant team's achievements.

### EDUCATION

#### GOVT COLLEGE UNIVERSITY

Associate Degree in Information Technologies  
2020-2022

### WORK EXPERIENCE

#### BRANCH SERVICE OFFICER

Faysal Bank Limited (Feb2023-Jan2024)

### SKILLS

- Managing Cash
- Customer Relations
- Processing Transactions
- Product Expertise
- Managing Risks
- Troubleshooting
- Collaborating with Teams
- Managing Time

- Demonstrated proficiency as a Branch Service Officer (BSO), overseeing cash transactions, debit/credit operations, and guiding customers on bank products.
- Offered outstanding customer service by promptly handling inquiries and issues to ensure high levels of satisfaction and loyalty.
- Upheld precision and compliance with banking regulations when processing financial transactions through banking software and systems.
- Educated customers on a range of bank products and services, effectively promoting additional options to suit their financial requirements.
- Recognized and managed risks linked to cash handling and banking operations, following internal controls to minimize losses.
- Worked collaboratively with team members to reach branch objectives and provide top-notch customer service.
- Exhibited strong problem-solving abilities, efficiently addressing customer queries and operational hurdles.

### CERTIFICATION

- CYBER SECURIT TRAINING
- PROFESSIONALISM
- COMPLIANCE RISK  
MANAGMENT

#### OFFICER CASH PROCESSING SERVICE

Faysal Bank Limited (Oct 2022-Jan 2023)

- Showcased proficiency in managing different cash denominations, including Foreign Currency (FCY), with outstanding accuracy
- Introduced detailed record-keeping procedures to maintain the precision and reliability of all cash-related records.