



# MUHAMMAD FURQAN HAMEED

## CONTACT

- 74 AL Mateena street Dubai, UAE
- +971508744750
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## SKILLS

- Data entry
- Quality Control
- Accounting
- ERP software
- Account reconciliation

## PERSONAL DETAILS

- Nationality: Pakistan
- Visa Status: Visit visa Till 18-04-2024

## LANGUAGES

- English  
Advanced
- Urdu  
Advanced

## PROFESSIONAL SUMMARY

A results-driven MBA graduate from the University of Management and Technology with a total of five years of diverse professional experience, including three years in post-MBA roles and two years in accounts. Seeking a challenging position where I can leverage my strong analytical skills, strategic mindset, and hands-on experience to contribute effectively to organizational growth and success. Eager to apply my expertise in finance, management, and accounting to drive innovation and deliver measurable results in a dynamic work environment.

## PROFESSIONAL EXPERIENCE

**Customer Service Officer** 03/2023 - 01/2024

**BANK ISLAMI** - PAKISTAN

- Handle customer inquiries, resolve complaints, and address any issues related to banking products and services.
- Manage customer accounts, including opening new accounts, processing deposits and withdrawals, and assisting with account maintenance tasks such as updating customer information, issuing checkbooks, and handling account closures.
- Financial transactions, including cash handling, check cashing, money transfers, and processing loan payments. Accuracy and attention to detail are essential to prevent errors and ensure compliance with banking regulations.
- Educate customers about different banking products, including savings accounts, checking accounts, loans, credit cards, and investment options, and assist them in selecting the products that best meet their financial needs.
- Ensure compliance with all banking regulations, policies, and procedures to safeguard the bank's interests and maintain regulatory compliance.
- Handle complex customer inquiries and resolve escalated issues effectively and efficiently.

**Cash Officer** 08/2021 - 03/2023

**ALLIED BANK** - PAKISATN

- Managing cash transactions including deposits, withdrawals, and currency exchanges. This involves accurate counting, verifying authenticity, and balancing cash drawers.
- Providing excellent customer service by assisting customers with their transactions, answering inquiries, and resolving issues related to cash transactions.
- Ensuring compliance with banking regulations and policies related to cash handling and transactions, including anti-money laundering (AML) and Know Your Customer (KYC) regulations.
- Maintaining accurate records of all cash transactions, including preparing reports, reconciling discrepancies, and ensuring proper documentation.
- Implementing security procedures to safeguard against theft, fraud, and

other risks associated with cash handling. This may involve using security measures such as CCTV cameras, security locks, and alarms.

- Training new staff members on cash handling procedures, security protocols, and compliance requirements.
- Monitoring cash levels and ordering sufficient currency supplies to meet customer demands while minimizing excess cash holdings.
- Collaborating with other bank departments such as accounting, compliance, and customer service to ensure smooth operations and consistent service delivery.

**Account Executive**

10/2019 - 03/2021

**Challenge Apparels Ltd** - Pakistan

- **Retained product and service knowledge for informative, persuasive client advice.**
- **Track sales and detailed trends through regular reports for senior management.**
- **Maintained large scale pipeline, developing proposals, negotiating terms and close sales.**

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## **EDUCATION**

**Master of Business Administration:** Finance, 10/2019 – 02/2021

**UMT LAHORE** – LAHORE

**Bachelor of Business Administration:** Finance, 11/2015 – 09/2019

**University of Education** – Lahore