

Mahmood Khan

Associate Manager

Innovative Customer Service Manager who effectively executes process changes to improve operational efficiency. Seasoned customer service specialist with background in providing advice on diverse customer situations. Effectively motivates associates through continual guidance, direction, development and coaching.



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📍 Dubai, UAE

WORK EXPERIENCE

Associate Manager Banking Services Allied Bank Limited

05/2022 - Present

Pakistan

Allied Bank Limited is one of the top commercial bank in Pakistan that has more than 1450 branches including some in the international market.

Achievements/Tasks

- I was posted as a Banking Services Officer.
- To Open new accounts and offer products and services to our new and existing customers.
- I worked as an operations manager and Supervisor incharge for the following roles. Funds Transfer, Demand Draft, CDR's, Cash Management Cell, Customer Due Diligence and Customer Services.
- To identifying potential customers, contacting them through various channels, explaining the benefits and features of the current and savings products, and closing the sales.

Junior Accountant Al-Umar and Co

01/2020 - 05/2022

Pakistan

The company is a government contractor and supplier of raw materials to various other companies that manufactures safety equipments and bedsheets.

Achievements/Tasks

- Orders Management
- Payroll Management
- Budgeting
- Data Entry
- Funds Management

Office Assistant Dunlop Tiers Sharjah

01/2015

United Arab Emirates

Dunlop Tiers was a tier outlet based in Sharjah UAE. The outlet had a manager and a team of 30 employees.

Achievements/Tasks

- Emails and Orders Placements
- Responding to Urgent Calls
- Customer Services
- Market Research
- Data Management
- Complaints Management

SKILLS

Accounts Operations

Relationship Management

Team Management

Customer Due Diligence

MS Office

Administrative

Time Management

Leadership

Interpersonal

EDUCATION

Master of Business Administration (MBA) National University of Modern Languages Islamabad

02/2020 - 07/2021

Pakistan

Supply Chain Management

- Enterprise Resource Planning and Standard Application Procedures
- Contemporary Issue in Business World
- Strategic Supply Chain and Risk Management

Bachelor of Business Administration (BBA Hons)

Abdul Wali Khan University Mardan

08/2015 - 08/2019

Pakistan

Marketing Management

- Human Resource Management
- Principles of Management
- International Marketing

LANGUAGES

English

Native or Bilingual Proficiency

Hindi

Native or Bilingual Proficiency

Urdu

Native or Bilingual Proficiency

INTERESTS

Travelling

Reading

Fitness and Gym