



Rashid Ali

Date of birth: 06/01/1988 | **Nationality:** Pakistani | **Gender:** Male |

Phone number: (+971) 0543287316 (Mobile) | **Email address:**

alirashid299@gmail.com | **LinkedIn:**

<http://www.linkedin.com/in/rashid-ali-35b11ba8> |

Address: Apt#1001, B# 63, Near Clock tower, Deira, Dubai, United Arab Emirates (Home)

● ABOUT ME

I am wishing to obtain a senior level position in an organization where I can utilize my pre-existing skills in banking, computing, database management, customer service, cash handling, business intelligence, and gain experience of working as a part on an organization.

● WORK EXPERIENCE

15/08/2023 – CURRENT Dubai, United Arab Emirates

RELATIONSHIP BANKING OFFICER AMAFH COMMERCIAL (DUBAI ISLAMIC BANK)

I am responsible to increase the sales volume of retail banking products in a target market and fully responsible to meet and exceed the monthly and annual sales target objectives. I am also maintaining good customer relationship, customer satisfaction, lead generation and to adhere to bank's service standards and experience. I have a responsibility I always follow the laid down policies, procedures, KYC and compliance issued by bank.

26/06/2019 – 10/06/2023 Narowal, Pakistan

BRANCH MANAGER MOJAZ SUPPORT PROGRAM (MICRO FINANCE ORGANIZATION)

I was responsible for meeting and exceeding sales targets set by company to ensure microfinance and SME products. I am passionate to increase the sales volume in financing for the growth of company adhering compliance, policy and procedures.

28/02/2017 – 25/06/2019 Lahore, Pakistan

CUSTOMER SERVICE OPERATION MANAGER UNITED BANK LIMITED

I was responsible to manage and direct the operations department for a financial institution. Ensures efficient delivery of products and services to clients. Being a Banking Operations Manager I develops and implements policies and procedures, ensure KYC, compliance procedures and implemented AML Monitoring.

13/09/2015 – 27/02/2017 Sialkot, Pakistan

CHIEF TELLER/ CASHIER BANK ALFALAH LIMITED

Ensure transactions are completed in an efficient manner with a high level of accuracy. Daily cash management as per bank's policy. Daily balancing of cash tills. Receive/issue cash transaction instrument like remittance, foreign currency exchange and value -added services. Fully awareness and proficiency in exchanging 15 different currencies. Provides fast and excellent customer service to the customers in a very professional way complying with SGOT rule (Smile, Greet, Offer, Thank).

03/03/2015 – 09/10/2015 Sialkot, Pakistan

TELLER ASKARI BANK LIMITED

Ensure exceptional customer service and conducting financial transactions with a high level of accuracy. Receive cash deposits and withdrawals to customers with greetings. I was also responsible for adherence to KYC documents and AML policies.

26/06/2012 – 02/03/2015 Sialkot, Pakistan

CASHIER MEEZAN BANK LIMITED

Promotion and cross selling of new products. Resolve customer complaints and attending telephone calls and giving them transfer rate. Collect all supporting KYC documents for conducting transactions. Daily cash and tills management as per bank's policy and procedures. Dealing with foreign currencies to exchange different currencies.

● EDUCATION AND TRAINING

10/08/2007 – 18/08/2011 Lahore, Pakistan

BACHELOR IN COMMERCE HONORS University of the Punjab

01/04/2015 – 20/04/2015 Lahore Pakistan , Pakistan

GENERAL BANKING COMPREHENSIVE COURSE Askari Bank Limited

Website <https://askaribank.com/https://askaribank.com/>

● LANGUAGE SKILLS

Mother tongue(s): **URDU**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	C2	C2	C2	C2	C2

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

● HONOURS AND AWARDS

04/08/2017

Best Customer Service Manager Certificate – United Bank Limited

Best Customer Service Manager recognized certificate by Regional Chief due to having highest performance appraisal score 93.50 out of 100 in 2017.

● COMMUNICATION AND INTERPERSONAL SKILLS

Expertise Skills

Excellent Communication skills
Problem Solving skills
Negotiation and Convincing skills
Adaptability skills