



AQSA NOOR

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ABOUT ME

Dynamic and self-motivated professional banker with 2 years of experience in the banking industry. During my career, I have been responsible for a wide range of banking operations, from loan processing to customer service. I am highly motivated and organised individual, with excellent communication and problem-solving skills. My experience has allowed me to develop a deep understanding of banking operations, regulations and customer service. I am confident that I will be an asset to your organization that requires my banking skills.

EDUCATION AND TRAINING

[01/02/2022 – 15/01/2023]

Master in Human Resource Management

Shaheed Zulfikar Ali Bhutto Institute of Science and Technology

City: Islamabad | **Country**: Pakistan |

Key Courses : Training & Development, Recruitment & Selection, Performance Management, Knowledge Management, Communication Strategies.

[15/10/2017 – 25/07/2021]

Bachelor of Business Administration Hons in Human Resource Management

Pir Mehr Ali Shah Arid Agriculture University

City: Rawalpindi | **Country**: Pakistan |

Key Courses : Introduction to HRM, International HRM, Business Communication, Collective Bargaining and Wage Policy, Learning and Management Development, Contemporary Issues in Management, Strategic HRM.

STRENGTHS & SKILLS

Strong Communication & Interpersonal Skills

Innovative Problem Solving

Dynamic Leadership & Adaptability

Precise Time Management & Attention to Detail

Customer Service & Conflict Resolution

Software Proficiencies

Word, Excel, PowerPoint, Outlook.

WORK EXPERIENCE

[01/08/2022 – 03/05/2024]

Customer Service Officer

Askari Bank Limited

City: Rawalpindi | **Country**: Pakistan

- Ensured proactively greeting the customer with smile.
- Attended phone calls with greeting script before three rings.

- Ensured upkeep, maintenance and the ambiance of branch.
- Provided assistance for all queries/ complaints to all products of the Bank.
- Processed all customer requests such as bank statements, all certificates, update of customer information, dormancy removal, zakat certificates.
- Performed adhoc assignments as delegated by supervisors.
- Maintained Employees record.
- Ensured the completion of Employee cards.
- Assisted Staff in Morning Huddles.
- Dispatched the documents to concerned departments.
- Maintained banking industry knowledge by attending monthly trainings.
- Assisted customers with questions and concerns about their banking accounts.
- Ensured all queries and matters are dealt with AML/ CDD regulations.
- Ensured service quality, people management and customer support.
- Coordinated with branch management and service quality team for regulatory compliance.

[26/10/2021 – 02/07/2022]

Training Coordinator

Ark Consulting Group

City: Islamabad | **Country:** Pakistan

- Designed and developed training programs.
- Arranged the Exercises schedule for trainees.
- Distributed training evaluation surveys and generate feedback report.
- Selected appropriate training methods or activities (e.g. simulations, mentoring, on-the-job training, professional development classes)
- Designed, prepared and order educational aids and materials.
- Making reports on trainings outcome.
- Identified internal and external training programs to address competency gaps.
- Market available training to employees and provide necessary information about sessions
- Liaise with subject matter experts regarding instructional design.
- Attended training events and meetings as required.
- Acted as main point of contact for all queries from graduates.

[05/07/2021 – 28/09/2021]

Intern

Askari Bank Ltd

City: Rawalpindi | **Country:** Pakistan

- Rotated through various functions of Branch Banking including Deposits, Accounts, Clearing, Foreign Currency, and Foreign Trade.
- Greeted customers with energy and enthusiasm upon their entry.
- Assisted with all office administrative duties.
- Worked as a Floor Manager to provide great customers.
- Collaborated with senior employees, gaining insights into day-to-day operations and challenges.

LANGUAGE SKILLS

Mother tongue(s): Urdu , Sindhi

Other language(s):

English

LISTENING C2 READING C2 WRITING C2

SPOKEN PRODUCTION C2 SPOKEN INTERACTION C2

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

RECOMMENDATIONS

Name: Atif Ali BOM, Askari Bank Limited

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Name: Syed Waqas Ali SOBO, Askari Bank Limited

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