



AQSA NOOR

📞 Phone number: (+971) 568847675 ✉ Email address: ms.aqsanoor@gmail.com

🌐 LinkedIn: [Linkedin.com/in/aqsanoor1999](https://www.linkedin.com/in/aqsanoor1999)

📍 Home: Building 85, Flat 104, Shabia 10, Abu Dhabi (United Arab Emirates)

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.

WORK EXPERIENCE

Relationship Officer

Habib Bank Limited [13/05/2024 – Current]

City: Islamabad | Country: Pakistan

- Develop and execute comprehensive marketing strategies and campaigns that align with the company's goals and objectives.
- Monitor brand consistency across marketing channels and materials.
- Develop and maintain strong relationships with partners, agencies, and vendors to support marketing initiatives.
- Spearhead relationship management for high-net-worth clients, ensuring personalized financial solutions.
- Assisted clients with account management, loan applications, and financial products, client engagement.
- Resolving customer complaints quickly and efficiently.
- Performing regular client outreach via phone calls, emails, and in-person meetings.
- Providing financial advice and guidance to clients on products and services that best meet their needs.
- Working closely with other departments to ensure seamless service delivery.
- Delivering customer service to maintain high client satisfaction.

Customer Service Officer

Askari Bank Ltd [10/08/2022 – 06/05/2024]

City: RAWALPINDI | Country: Pakistan

- 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.
- Opening and closing of deposit accounts, ensured proper completion of forms.
- Investigated and resolved any discrepancies or disputes related to customer accounts.
- Delivered Captured card to customers.
- 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.
- Processed Inward Foreign Telegraphic Transfer to customer accounts.
- Coordinated with branch management and service quality team for regulatory compliance.

Training Coordinator

Ark Consulting Group [26/10/2021 – 02/07/2022]

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.
- Hosted train-the-trainer sessions for internal subject matter experts

Intern

Askari Bank Ltd [05/07/2021 – 28/09/2021]

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.

SKILLS

Strong Communication & Interpersonal Skills

Innovative Problem Solving

Time Management & Attention to Detail

Customer Service & Conflict Resolution

Training Skills

Software Proficiencies

Word, Excel, PowerPoint, Outlook.

EDUCATION AND TRAINING

Master's in human resource management

Shaheed Zulfikar Ali Bhutto Institute of Science and Technology [25/02/2022 – 10/01/2023]

City: Islamabad | Country: Pakistan

Bachelor of Business Administration (Human Resource Management)

Pir Mehr Ali Shah Arid Agriculture University [03/10/2017 – 25/07/2021]

City: Rawalpindi | Country: Pakistan

REFERENCES

References will be furnished upon request.