



ROHAIL QAZI

CSR / Operations Manager

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Al Nahda 2, Al Safa Building , Dubai

EDUCATION

Bachelors of Arts (Economics)

University of Karachi
2010 - 2011

Intermediate

Govt. National College
2008 - 2009

Matriculation

Everest Grammer High School
2007

SKILLS

- Adaptive Learning
- Adaptive Leadership
- Customer Due Diligence
- Customer Support
- Technical Support
- Banking Services
- KYC Verification

LANGUAGES

- ENGLISH
- URDU

ABOUT ME

I am a dedicated banking/ Customer service professional with a decade of experience specializing in operations. Currently serving as an Operations Manager, I have had the privilege of overseeing and optimizing various operational functions within the banking sector.

Throughout my career, I have honed my skills in cash handling and various operational tasks, consistently ensuring the highest standards of accuracy, efficiency, and customer service.

WORK EXPERIENCE

Telesales Representative

March 2024 - Till Date

DEEM FINANCE - DUBAI

As a telesales representative for Deem credit cards, I was responsible for promoting and selling credit cards over the phone. This role required making outbound calls to potential customers, introducing credit card offerings, and explaining the features and benefits in a compelling manner

- Engaged with customers to identify their needs and recommend suitable credit card options.
- Delivered persuasive sales pitches and addressed concerns to overcome resistance.
- Guided customers through the application process and conducted follow-up calls to ensure completion.
- Adhered to regulatory and company guidelines, maintaining accurate records in the CRM system.
- Consistently met or exceeded sales target

This role involved working in a call center environment, often in shifts that included evenings and weekends. Compensation included a base salary with performance-based incentives or commissions.

Relocation Career Break

Oct 2023 to Mar 2024

After relocating from Pakistan to the UAE, I took a deliberate career break to focus on settling into my new environment, familiarizing myself with local customs, and ensuring a smooth transition for my family. During this period, I utilized my time to explore opportunities for personal and professional growth, engage in community activities, and enhance my knowledge of the UAE's business landscape. Now, fully acclimated to my new surroundings, I am eager to re-enter the workforce and contribute my skills and experience to the vibrant business community of the UAE.

Branch Operation Manager

July 2022 – Sep 2023

The Bank Of Punjab – Karachi

- Oversee daily branch operations to ensure efficient service delivery, transaction processing, customer service, and compliance with banking regulations and policies.
- Manage and lead the branch staff, providing training and support to ensure high performance and adherence to operational standards.
- Identify and mitigate operational risks by implementing robust internal controls, conducting regular audits, and ensuring compliance with regulatory requirements.
- Enhance customer satisfaction by resolving issues promptly, improving service quality, and fostering long-term relationships with clients.
- Monitor branch performance metrics, prepare reports, and implement strategies to achieve operational targets and improve overall branch efficiency

Branch Operation Manager

June 2018 – June 2022

MCB Islamic Bank

- Oversee daily branch operations to ensure efficient service delivery, transaction processing, customer service, and compliance with banking regulations and policies.
- Manage and lead the branch staff, providing training and support to ensure high performance and adherence to operational standards.
- Identify and mitigate operational risks by implementing robust internal controls, conducting regular audits, and ensuring compliance with regulatory requirements.
- Report to the State Bank of Pakistan and the National Accountability Bureau (NAB) for fraud customer cases, ensuring thorough investigation and resolution.
- Enhance customer satisfaction by resolving issues promptly, improving service quality, and fostering long-term relationships with clients.
- Monitor branch performance metrics, prepare reports, and implement strategies to achieve operational targets and improve overall branch efficiency.

Teller Service Supervisor

Jan 2018 – June 2018

MCB Bank Limited

- Supervise daily teller operations to ensure efficient and accurate transaction processing, including deposits, withdrawals, and payments.
- Provide guidance and support to teller staff, ensuring adherence to bank policies, procedures, and regulatory requirements.
- Conduct regular audits of teller transactions and cash drawers to maintain accuracy and compliance with internal controls.
- Assist in training and onboarding new tellers, offering continuous coaching and performance feedback to maintain high service standards.
- Resolve customer inquiries and issues related to teller services promptly and efficiently, ensuring customer satisfaction and retention.
- Monitor and manage cash levels in the branch, coordinating with the Operations Manager to ensure adequate cash flow and security measures.
- Assist the Operations Manager in preparing reports and analyzing branch performance metrics to identify areas for improvement.
- Implement and enforce safety and security procedures to protect the branch, staff, and customers from potential threats or fraud.

Branch Service Officer

Jun 2016 – Jan 2018

Meezan Bank Limited

- Efficiently process cash transactions, including deposits, withdrawals, and payments, while strictly adhering to bank policies and ensuring maximum security measures.
- Skillfully manage the clearing of cheques and other negotiable instruments, guaranteeing timely and accurate processing in accordance with regulatory standards.
- Expertly handle local and international remittance transactions, ensuring full compliance with banking regulations and delivering exceptional customer service.
- Proactively assist customers with their banking needs, promptly resolving inquiries and issues related to cash transactions, clearing, and remittances to ensure a seamless customer experience.
- Maintain meticulous records of all transactions, ensuring comprehensive documentation and accurate reporting for auditing and compliance purposes.
- Vigilantly monitor transactions for potential fraud or suspicious activity, promptly reporting any concerns to the relevant authorities and following established anti-fraud procedures.
- Consistently reconcile cash drawers and transaction records on a daily basis, identifying and efficiently resolving discrepancies to maintain precise financial records.
- Provide comprehensive support to the branch with additional tasks, such as account opening and maintenance, and offer assistance during peak periods to ensure uninterrupted and smooth branch operations.

Faysal Bank Limited

- Accurately process cash transactions, including deposits, withdrawals, and payments, while ensuring adherence to bank policies and security measures.
- Manage the clearing of cheques and other negotiable instruments, ensuring timely and accurate processing according to regulatory requirements.
- Handle local and international remittance transactions, ensuring compliance with banking regulations and providing excellent customer service.
- Assist customers with their banking needs, resolving inquiries and issues related to cash transactions, clearing, and remittances promptly and efficiently.
- Maintain accurate records of all transactions, ensuring proper documentation and reporting for auditing and compliance purposes.
- Monitor transactions for potential fraud or suspicious activity, reporting any concerns to the relevant authorities and following established procedures.
- Reconcile cash drawers and transaction records daily, identifying and resolving discrepancies to maintain accurate financial records.
- Assist the branch with additional tasks, such as account opening, maintenance, and providing support during peak periods to ensure smooth branch operations.

Universal Teller

Jul 2013 – Mar 2015

NIB Bank Limited (Merged into MCB Bank Limited)

- Provide exceptional customer service by efficiently handling a variety of transactions, including deposits, withdrawals, transfers, and payments, ensuring a positive customer experience.
- Accurately process cash and check transactions, maintaining strict adherence to bank policies and security protocols to minimize errors and prevent fraud.
- Assist customers with opening new accounts, updating existing accounts, and offering information on bank products and services to meet their financial needs.
- Manage cash levels in the teller drawer, performing daily balancing and reconciliation to ensure accurate record-keeping and compliance with internal controls.
- Identify and report suspicious activities or potential fraud, following established procedures to protect the bank and its customers.
- Cross-sell bank products and services, such as loans, credit cards, and investment options, to help customers achieve their financial goals and contribute to branch sales targets.
- Provide guidance and support to customers on the use of digital banking services, including online banking, mobile apps, and ATMs, promoting a seamless banking experience.
- Collaborate with branch staff to ensure smooth operations, assisting with various administrative tasks and supporting peak period activities as needed.
- Maintain up-to-date knowledge of bank policies, procedures, and regulatory requirements, ensuring compliance in all teller activities.
- Foster strong customer relationships by addressing inquiries, resolving issues promptly, and offering personalized banking solutions tailored to individual customer needs.

Reference

Will be provided upon request