



Zeni5494@gmail.com

Muhammad Zulquarnain Qureshi

I am a dedicated, organized and methodical individual. I have a good interpersonal skill, am an excellent team worker and am keen and very willing to learn and develop new skills. I am reliable and dependable and often seek new responsibilities with wide range of employment areas. I have an active and dynamic approach to work and getting things done. I am determined and decisive. I identify and develop opportunities.

Experience:

○ Feb 2024 till Date

Office Admin @ Hashtag Infotech Software Design LLC.

- Maintains and improves quality results by adhering to standards and guidelines; recommending improved procedures.
- Obtains client information by answering telephone calls; interviewing clients; verifying information.
- Informs clients by explaining procedures; answering questions; providing information
- Answering incoming calls and responding to customer's emails.
- Handling many inbound and outbound calls to and from customers.
- Writing letter and e-mails on behalf of other official staff
- Processing Expense sheet and invoices.
- Monitoring stationary level and ordering office supplies.
- Maintain computer and manual filing system
- Handling sensitive information in a confidential manner.
- Maintain and update staff holidays record.

○ 07th Sep 2021 to 13 Dec 2023.

SONERI Bank Ltd.

Operations Manager

As an operations Manager in a bank, I led strategic initiatives to enhance operational efficiency, implementing streamlined processes that resulted in a 20% reduction in transaction processing times. I oversaw a high-performing team, ensuring compliance with regulatory standards and optimizing resource allocation to meet customer service excellence. Additionally, I played a key role in implementing technology upgrades, fostering a secure and seamless banking experience for clients.

○ 20th June 18 to 06th Sep 2021

NRSP Microfinance Bank.

Operations Manager:

As a bank Operations Manager, overseeing daily functions, optimizing processes, and ensuring compliance with regulatory standards. Managed a high-performing team, enhancing operational efficiency, and implementing technology upgrades for a seamless banking experience. Demonstrated proficiency in resource allocation, risk management, and customer service, contributing to a positive impact on the bank's overall performance.

FINCA Microfinance Bank

Operations Manager: 16 Feb 2016 to 18 Jan 2018

In the role of Bank Operations Manager, I was responsible for overseeing daily functions, optimizing processes, and ensuring compliance with regulatory standards. Additionally, I was accountable for managing a high-performing team, enhancing operational efficiency, and implementing technology upgrades to ensure a seamless banking experience.

Cashier: 5th Aug 2014 to 15 Feb 2016.

Processing Deposits and Withdrawal for customer.

ATM Replenished and balancing

Remittance payments

Introducing new members to the bank platforms and software.

Opening and closing accounts as required for customer.

Contact

Emirates ID

784-1987-3818960-8

Validity: 07/01/2026

Phone

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Email

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Address

Dubai ,UAE

Visa Status

Employment Visa

Education

2010

M.Com (Finance)

University of Sargodha

2008

B.Com

Punjab University

Skills

• Team Leadership Creativity

• Customer Service Excellence Communication

Negotiation

Language

English

Hindi/Urdu

Dealing with customer inquires

Informing customer about bank products and services.

22nd Dec, 11 to 7th July, 14

United Bank Limited.

Customer Services Officer

As a Personal Banker, I provided personalized financial guidance to clients, offering a range of banking products and services to meet their individual needs. Managed customer accounts, processed transactions, and conducted financial assessments to recommend tailored solutions. Proactively identified opportunities for cross-selling, consistently exceeding sales targets, and maintained a high level of customer satisfaction through exceptional service delivery.

Internships:

3 month Telesale agent at The Centaurus BPO.

- Internship in MCB Khushab Branch, District Khushab from 15th July 2010 to 30th August, 2010
- Internship in Shoukat Khanam Memorial Cancer Hospital & Research Centre from 1st to 15th September 2010.