



Ayesha Faisal

Date of birth: 26/01/1997

Nationality: Pakistani

Gender: Female

CONTACT

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Passport # GN9614522

Visa Status: Spouse

ABOUT ME

A proactive and results-oriented professional with strong communication skills and leadership abilities. Possesses a diverse background in banking operations, customer service, and healthcare administration. Eager to leverage my experience in a challenging role that fosters professional growth and enhances organizational success.

WORK EXPERIENCE

02/11/2020 – 03/01/2023 Islamabad, Pakistan

Branch Service Officer (Cash & Operations) Meezan Bank Limited

- Processed daily banking transactions (deposits, withdrawals, transfers, and remittances) with 100% accuracy, adhering to industry regulations.
- Facilitated currency exchange and remittance transactions for customers, ensuring competitive rates and accurate records of both currency bought and sold, and money transferred.
- Cleared inward/outward cheques in compliance with international financial standards.
- Boosted customer engagement by 20% through proactive product recommendations, including remittances, money transfers, and personalized financial services.
- Ensured security of vault keys, reconciled cash drawers, and maintained proper documentation, consistently avoiding discrepancies.
- Managed ATM cash loading and balancing to ensure smooth and continuous operations of ATM services.
- Assisted auditors by providing necessary documents for seamless audit processes, ensuring adherence to financial regulations.
- Delivered remittance services, helping customers with domestic and international transfers while ensuring timely, accurate, and compliant transactions.
- Stayed updated with exchange rates, offering customers the best possible deals for currency exchanges and remittances.
- Conducted thorough checks for high-value transactions, adhering to KYC (Know Your Customer) standards and AML (Anti-Money Laundering) guidelines to minimize risks.
- Worked closely with management to streamline remittance processes and ensure efficient, accurate completion of customer transactions.

21/04/2017 – 30/10/2020 Islamabad, Pakistan

IPD incharge Rawal Institute Of Health Sciences

- Supervised patient registration, ensuring accuracy of medical and demographic data.
- Coordinated with healthcare teams to streamline patient admissions and ensure timely processing.
- Referred uninsured patients to Financial Counsellors for assistance, facilitating their access to support.
- Maintained patient records in line with regulatory standards, ensuring confidentiality and compliance.
- Processed admission paperwork and other related documentation to ensure smooth patient intake.
- Collected payments, managed discharge documentation, and updated billing records efficiently.
- Managed appointment scheduling, ensuring proper coordination and minimal wait times.
- Assisted in preparing reports, tracking inventory of medical supplies, and handling correspondence as needed.
- Managed daily administrative tasks such as filing, data entry, and office organization to ensure smooth office operations.

EDUCATION AND TRAINING

01/09/2017 – 01/10/2019 Rawalpindi, Pakistan

Master of Computer Science (MCS) Pir Mehr Ali Shah Arid Agriculture University

Address Rawalpindi, Rawalpindi, Pakistan | **Website** <https://www.uaar.edu.pk/index.php>

02/04/2014 – 01/05/2016 Islamabad, Pakistan

Bachelor of Science (BSc) Quaid-i-Azam University

Address Islamabad, Islamabad, Pakistan | **Website** <https://qau.edu.pk/>

01/01/2013 – 12/12/2014 ISLAMABAD, Pakistan

FSC (HSSC) PRINCE SALMAN COLLEGE OF PROFESSIONAL EDUCATION , FEDERAL BOARD

Website <https://www.fbise.edu.pk/>

02/11/2020 – 11/11/2020 ISLAMABAD, Pakistan

Branch Service Officer Batch Training MEEZAN BANK LTD

Website <https://www.meezanbank.com/>

24/02/2020 – 28/02/2020 ISLAMABAD, Pakistan

HEALTH INSURANCE MANAGEMENT COURSE GIZ German cooperation(Deutsche Gesellschaft für Internationale Zusammenarbeit)

Website <https://www.giz.de/en/html/index.html>

24/06/2024 – 24/07/2024

Front-end Developer internship interns.pk

Website www.interns.pk

03/01/2024 – 09/04/2024

The Complete 2024 Web Development Bootcamp Udemy

Website www.udemy.com

19/08/2024

Python Programming NUML - National University of Modern Languages

Website www.numl.edu.pk

01/09/2024 – 04/02/2025

Google Project Management Coursera

Website www.coursera.org

DIGITAL SKILLS

Microsoft Office | Oracle User | Canva | wordpress | Proficient in Temenos T24 Software | Basic Knowledge of SEO
Problem Solving Skills. ... | Skype, TeamViewer | Ability to work in a team and autonomously | Team Collaboration
DATA ENTRY | Good Communication and Writing Skills | Customer Services.

HONOURS AND AWARDS

05/03/2021 Meezan Bank Limited

Meezan Bank Star Award