

Murtaza Akhund

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Nationality Pakistani
Date of Birth 05.11.1987



Work Experiences

Feb 2020 - Aug 2021

Client Service Manager

Gute Nacht Wurst, Munich, Germany

Responsibilities:

- Managing client expectations and team delivery to ensure customer experience is delivered to a positive rating
- Managing stock & inventory as part of daily business operations
- Service Staff Training & Management for New & Existing Employees.
- Managing daily EOD Cash & closing & Monthly Financial operations.
- Financial analysis and costing of the products.

May 2019 - Oct 2019

Quality Assurance

Damiler AG, Bremen (Mercedes Benz)

Responsibilities:

- Assessment of Vehicles on a routine or planned bases to report defects
- Align QA with team lead to support and inform defective areas and offer solutions
- Document the cause/reasons for rejected vehicles

Jan 2014 - Mar 2016

Relationship Associate

Bank Al Habib, Karachi, Pakistan

Responsibilities:

- Managed client portfolios for Individuals SMEs and Corporates
- Serviced client advisory for customers regarding loans against securities, cash finance, credit card and auto loan payments.
- Reviewed & processed credit analysis for individual and SME clients as per their requirements.
- Analyzed tasks related to KYC and updated client information in the database
- Processed documents of account opening and coordinated with the other departments
- Facilitated transfer payments regarding foreign remittance, inward and outward
- Financial reporting and analysis for the head office and the central bank
- Evaluated trade documents for export and import.
- Operations management.

Sept 2011 - Oct 2011

Marketing & Product Development (Internship)

Barclays Bank, Karachi, Pakistan

Responsibilities:

- Managed retail rising project and provided support to different departments of the bank.
- Negotiated with the client and vendors regarding the project.
- Handling Social Media Campaign, Online Marketing.
- Organizing Social Media platform to promote the product.
- Used internal banking software to handle data for effectiveness and impact on the project.
- Coordinated the product launch (Barclays Kid Account) Savings Account.
- Executed promotional activities and mall activation, including the ATL & BTL campaigns.

May 2011 - July 2011

Business Development Trainee
AIESEC, Vienna, Austria

- Attended different business schools in Vienna and conducted workshops.
- Promoted the importance of cultural exchange and cultural dialogue among the students.

Academic Qualifications

Mar 2016 - Dec 2019

M.A Financial Services Management (Finance)
Hochschule Kaiserslautern, Zweibrücken, Germany

Master Thesis:

"European Monetary Union and its future in Europe"

Modules:

Asset Management, Commercial Banking, Quantitative methods in Finance, International Marketing and Corporate Communication

Aug 2013 - July 2014

MBA Business Administration (Marketing)

Shaheed Zulfiqar Ali Bhutto Institute of Sciences and Technology, Karachi, Pakistan

Master Thesis:

"Restricted information and examination of use of social networks in the organization"

Modules:

Advertising, Strategic Marketing, Strategic Finance, Strategic Management, Product Development Process and Innovation,

Aug 2008 - July 2013

BBA Business Administration (Management & Marketing)

Shaheed Zulfiqar Ali Bhutto Institute of Science and Technology, Karachi, Pakistan

Bachelor Thesis:

"Determinants of customer satisfaction in E-Banking: An empirical study of commercial banks in Karachi"

Modules:

Project Management, Financial Markets and Institutions, International Finance, Financial Management, Microeconomics, Supply Chain Management.

Academic Achievements

Feb 2019

Sparkasse Bank Börenspiel, Sparkassen- Finanzgruppe, Germany

Jan 2017

Price water house coopers Börsenspiel, Luxembourg

Extra-Curricular Activities

Feb 2017 - Oct 2017

Event organizer O.S. Nutrition GmbH (Curry O City)

Jan 2011 - Oct 2011

Team lead OGX (AIESEC in Pakistan)

Computer Skills

+++ Advanced knowledge, ++ Intermediate knowledge, + Basic knowledge

Office Tools

MS Office (Word, Excel, PowerPoint and Outlook)

+++

Data Analysis

VBA, SQL, Power BI

++

E-learning software

E - Views

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Language Skills

English & Urdu (proficient) | German (Advanced)

Hobbies

Reading business & World political news, Theater, Movies, Music, Playing Table Tennis