

Allyshan Reimoo

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OBJECTIVE

To seek excellence in profession, growth in career and be associated with a reputable and flourishing organization where my experience, ability and performance can have an impact on the company's productivity resulting in future career advancement opportunities.

CORE QUALIFICATION

- Huge experience in maintaining customer services and providing services to banking customers
- Deep knowledge of bank products and common transaction and service requests
- Immense ability to analyze processes and make recommendations
- Outstanding ability to work in a fast paced environment to meet deadlines
- Good communication skills in both oral and written forms
- Ability to manage confidential information
- Ability to generate recommendations and strong decision making skills
- Solid understanding of new technologies and software

ACADEMICS

Qualification	Institution
Bachelor of Commerce (B.Com)	University of Karachi.
H.S.C	AKHSS, Karachi.
S.S.C	Nasra Higher Secondary School.

PROFESSIONAL EXPERIENCE

Duration	Company	Designation
Mar 2019 – Till Date	Summit Bank Limited	Branch Manager (AVP) – DHA Phase IV Branch.
Oct 2015 – Mar 2019	Summit Bank Limited	Manager Operations (AVP) – Clifton, Bilal House and DHA Phase IV Branch.
June 2011 – Sep 2015	United Bank Limited	Customer Service Operation Manager (OG-I) – Khayaban-e-Jami and FTC Branch.
Dec 2010 – May 2011	United Bank Limited	Accounts Officer (OG-II) – Head Office.
Jan 2009 - Oct 2010	NIB Bank Limited	Branch Operation Manager – Regal Chowk Branch.
Jan 2008 – Dec 2008	NIB Bank Limited	Chief Teller/ Supervisor – Ranchorline and Gul

		Plaza Branch.
Mar 2007 – Dec 2007	NIB Bank Limited	Universal Teller – Gole Market Branch.

JOB DESCRIPTION & RESPONSIBILITES AS BRANCH MANAGER

1. Direct all operational aspects including operations, customer service, human resources, administration and sales
2. Assess local market conditions and identify current and prospective sales opportunities
3. Develop forecasts, financial objectives and business plans
4. Meet goals and metrics
5. Manage budget and allocate funds appropriately
6. Bring out the best of branch's personnel by providing training, coaching, development and motivation
7. Locate areas of improvement and propose corrective actions that meet challenges and leverage growth opportunities
8. Share knowledge with other branches and headquarters on effective practices, competitive intelligence, business opportunities and needs
9. Address customer and employee satisfaction issues promptly
10. Adhere to high ethical standards, and comply with all regulations/applicable laws
11. Network to improve the presence and reputation of the branch and company
12. Stay abreast of competing markets and provide reports on market movement and penetration

JOB DESCRIPTION & RESPONSIBILITES AS OPERATION MANAGER

1. Ensures the branch and vaults are opened and closed on a timely basis.
2. Enforces dual control procedures at all times.
3. Facilitates teller buys and sells to the vault.
4. Balances vaults, coin machines, taxes, etc.
5. Audits teller drawers.
6. Maintains monthly branch efficiency logs.
7. Assists new tellers with training.
8. Oversees teller duties and assists line with customer transactions during peak periods.
9. Keeps staff informed of pertinent changes in operational policy and procedures.
10. Prepares teller performance appraisals and disciplinary notices as required.
11. Schedules tellers for adequate coverage at all times.
12. Performs pre-audits to ensure ongoing adherence with compliance procedures.
13. Maintains and tests alarms and other security devices.
14. Keeps educated on all deposit, business and consumer loan products.
15. Maintains adequate supplies at the facility.
16. Balances and troubleshoots ATM/debit card concerns.
17. Maintains proper teller and vault cash levels, including ordering coin and currency.
18. Reports facility/building concerns to maintenance.
19. Ensures excellent customer service skills are practiced by all the teller staff members.
20. Meets with staff regarding branch security and safety issues.
21. Facilitates meetings to disseminate operational information.

22. Managed all banking operations and dealt with customer service issues.

COMPETENCIES

1. Business Acumen.
2. Customer/Client Focus.
3. Ethical Conduct.
4. Financial Management.
5. Decision Making.

TRAININGS & ACHIEVEMENTS

- Attended “KYC and Anti Money Laundering “ training held at NMI (National Management Institute) NIB Bank Limited.
- Attended training of Authenticity and Geniuness of signature.(United Bank Limited)
- Counterfeit currency detection. (United Bank Limited)
- Importance of Signatory held at IBP.
- In-house training for complete operations. (United Bank Limited)
- Achieved minimum ‘A’ ratings in Internal Audit.
- Got appreciation for opening of 2 branches of NIB Bank Limited by Head Operations.
- Helped Unit Head in United Bank Limited for opening of 5 Commercial Centre’s Branches.
- Online training regarding “SBP Business Conduct” at (Summit Bank Limited).

OTHER ACTIVITIES

- Participated in all Community Based Activities – Scouting, Hiking, Sports.
- Worked with FOCUS Humanitarian Assistance for maintaining records of Afghan people.
- Worked with FOCUS Humanitarian Assistance for Disaster Management.

COMPUTER EXPERTISE

- Windows 9x, 2000, XP,Vista and Windows 7.
- MS Office.
- Graphic Designing.

SKILLS

- Goal-oriented
- Self-sufficient
- Friendly
- Team Player
- Organized

PERSONAL INFORMATION

Father's Name	Abdul Nabi Reimoo
Date of Birth	01st October 1986
C.N.I.C. No.	42301-8753131-3