

Syeda Farheen Zaidi

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OBJECTIVE

“Obtain a position as a competent resource where I can use my exceptional interpersonal, analytical and communication skills to resolve customer issues and foster a positive relationship between the customers and the company, as I served eight years in banking in the same department along with performing all general banking operations.”

EDUCATION

Certification /Degree	Board/University	Specialization/ Major	Passing Year	CGPA/ Grade
MBA	National University of Modern Languages	Finance	In progress	3.34
B.Com	University of the Punjab	Commerce	2009	B
HSSC	Federal Board Islamabad	Pre-Medical	2007	A
SSC	Rawalpindi Board	Science	2005	A

THESIS

Impact of Debt Financing, EPS and Financial Leverage on Financial Performance of Petroleum Sector of Pakistan.

EXPERIENCE

Organization: Rainbow Communications

Tenure: 15th June 2020 till date

Designation: Client Relationship and Creditor Liaison Officer

Organization: Bank Alfalah Limited

Tenure: 10th Nov 2010 to 19th Mar 2019

Designation: Customer Relationship Officer

JOB DESCRIPTION

- To meet high standards of external and internal customer service.
- To complete all account opening and closing requirements.
- To facilitate customers by providing all alternate delivery channels.
- Analyzed, examined, and interpreted account records, compiled financial information, and reconciled reports and financial data.
- To maintain record of assets, liabilities, profit and loss, tax liability, or other financial activities.
- To maintain reports of monthly expenses, accruals and provisions.
- Regulation of policies and procedures issued by SBP to obtain good audit ratings.

- To update KYC and to comply with Anti-money Laundering regulations.

INTERNSHIPS

Organization: Bank Alfalah Limited
Tenure: 05/2010 (4 weeks)

SKILLS

- MS Office User
- Team Player
- Client Focused
- Good Communication and Interpersonal Skills
- Problem Solver
- Command on all General Banking Operations
- Command on Customer due diligence, Anti-money laundering rules and regulations and KYC modification and monitoring.
- Proficient in accomplishing accounting tasks according to defined principles.

PROFESSIONAL DEVELOPMENT

- Acquired training on Business Communication 2013
- Attended workshop on KYC, Fraud Awareness, Mis-Selling & Code of Conduct. 2015
- Certified in Islamic Banking Program 2016
- Acquired training on Account Opening and Common Discrepancies 2017

LANGUAGE SKILLS

- Urdu: Native language
- English: Proficient in reading, listening, speaking and writing

CO-CURRICULAR ACTIVITIES

- To listen motivational speakers
- Read books and novels
- Watch documentaries of science fiction genre

REFERENCES

References available upon request.