

R-618, Block-16,
Federal-B-Area near KHI&D Hospital Karachi - 75950
Cell: +92 (300) 2490 599
Email: shamsayoub35@gmail.com

**SHAMS
AYOUB**

Objective

Seeking a challenging career in esteemed organization that allows for professional growth through interaction with a wide array of people & exposure to challenging projects.

Experience

☐ **JS Bank Limited** **2023- Till date**

- ☐ Working as a Relationship Manager.
(Branch Banking / Liabilities / Trade)

☐ **Habib Bank Limited** **2022 - 2023**

- ☐ Working as a Relationship Manager.
(Retail / Liabilities & Consumer Products).

☐ **MCB Bank Limited** **Sep 2019 - 2022**

- ☐ Working as a Officer IT Support.
(Karachi City Circle)
- ☐ Working as a Internal Control Officer.
(Data Cleansing)
- ☐ Working as a General Banking Officer.
(Operations)

☐ **BANK ALFALAH LIMITED** **Dec 2013 - Sep2019**

- ☐ Working as a Customer Relationship Officer.
- ☐ Working as a Counter Service Officer.

Job Responsibilities:

- ☐ Keep updated regarding products and services.
- ☐ To achieve agreed deposit target net of attrition on monthly basis.
- ☐ To facilitate customers in daily banking transactions.
- ☐ Manage high standards of customer services by greeting and welcoming branch customers and walk in persons pro actively.
- ☐ To resolve customer's problems and present equitable solutions, Create awareness of bank product and services.
- ☐ Provide first-hand information guidance and facilitation to the walk in customers regarding banking products.
- ☐ To search for references from existng clients.
- ☐ To ensure compliance with the relevant audit parameters, statutory, requirements, laws, values, code of conduct and policies.
- ☐ Introduce NTBs & Manage existing branch portfolio.
- ☐ Co-ordination with higher authorities.
- ☐ Investigate customer's complaint till resolution. Service Quality/QMS issues, GL balancing, Extract data & C ordination with branches, Checking Web balancing.
- ☐ Internal Control KYCs, Compliance and resolving issues/instances of audit.
- ☐ Account opening & resolving discrepancies. Maintain record of accounts & Daily operations activities.
- ☐ Daily cash activities and reconcile all transaction at day end.
- ☐ Co-ordination with higher authorities.

Certificate Course

- ☐ **Center of Islamic Economics (CIE)** **2013**

Certificate in Islamic Banking

Academic/ Professional Qualifications

- ☐ **Govt. Premier College** **2008 – 2009**
Bachelors in Commerce
2nd Division
- ☐ **Govt. Premier College** **2006 – 2007**
Intermediate – Commerce
- ☐ **Board of Secondary Education** **2003 – 2005**

Matriculation – Science

Core Competencies

- ☐ Clear focus on high quality and business satisfaction.
- ☐ Ability to manage multiple tasks simultaneously.
- ☐ Able to perform well during stress period.
- ☐ Ambitious and hardworking, committed to excellence.
- ☐ Can access Internet & perform its relevant tasks conveniently.
- ☐ Can easy access to banking software.

Computer Skills

- ☐ Ms. Office
- ☐ Internet
- ☐ CIT (certificate information technology)

Personal Profile

- ☐ Father's Name : Ayoub Essa
- ☐ Date of Birth : August,11,1989
- ☐ CNIC # : 42101-2713620-7
- ☐ Religion : Islam
- ☐ Marital Status : Married
- ☐ Language : Urdu, English, Sindhi

Reference

- ☐ References can be provided on request.