**UMER AKHTAR
 0312-9138422**

**H # 30 St No 1A Defense Officers colony Askari III Khyber Road Peshawar Pakistan 17301-5002756-9
umerakhtarbaloch@gmail.com**

**PROFILE**

Well-qualified and result-oriented professional with 20 years of successful experience in positions of increasing responsibilities and duties. Top-performer with track record of consistently meeting professional goals and customers expectations..Team player with polished communication skills: verbal, written, interpersonal, presentations and report writing.

**EDUCATION**

* Bachelors In Business Administration - Al Khair University

**CAREER PROGRESSION**

**Rehman Medical Institute – Assistant Manager In Patients Department (IPD) January 2023 till date**

Providing Support to Manager IPD

Supervising overall activities of the department

Ensuring quality of patient experience, floating cost effective new ideas to improve patient experience

Managing Manpower of IPD

Handling Patient Complaints

Correspondence with other departments for smooth operations of IPD

Rounding the Wards checking the work of workforce (URs)

Handling patient feedbacks and discussing the same with relevant departments / summarizing the same for the management

Ensuring that monthly MIS of the department are prepared timely and accurately

Periodic stock checking of IPD store

Managing Porters pool

Handling any special task assigned by IPD Manager / Higher Management

**Regional Office – Manager business support ( November 2021 – Feb 2022)**Askari Bank Limited Regional Office North - II

Handling MIS of 60 business units

Handling expenses of 60 business units

Processing approvals / Waivers / recommendations etc

Monitoring Consumer sales

Supporting Management in Achievement of targets by follow-ups with 60 Business Units

Handling Complaints

Budgeting of 60 business units

* **Area Office – Manager business support (March 2007 – November 2021)**

Askari Bank Limited Area Office Peshawar

Monitoring Business of 17 Business units

Providing Support to management in achievement of targets by constant follow-ups.

Responsible for managing HR ( Transfers / Posting / Processing Cases for hiring / Resignations) of 17 business units

Responsible of MIS reporting of 17 business units

Handling Customer Complaints

Budgeting of various kinds of 17 business units (Business budget, HR budget, Operating Expense Budget, Capital Expense Budget, I.T Budget)

Expense approvals of 17 business units

Member of Disciplinary Action Committee

* **Officer Foreign Currency( January 2006 – March 2007)**

Askari Bank Limited- Fakhr-e- Alam Road Branch, Peshawar Cantt.

Responsible of Account Opening in US Dollars, Great Britain Pounds and Euros, issuance of traveler cheques, issuance of foreign demand drafts, sending foreign remittances through SWIFT.

* **Incharge Bills and Remittances ( November 2004 – January 2006)**

Askari Bank Limited- Fakhr-e- Alam Road Branch, Peshawar Cantt.

Responsible for issuance of Demand Drafts, Payment Orders, Pay Slips, Call deposits, clearing of outstation cheques etc,

* **I.T Administrator (January 2002 – November 2004)**

Askari Bank Limited- Fakhr-e- Alam Road Branch, Peshawar Cantt.

Responsible for Smooth Operations of the branch by maintaining the Branch and ATM Connectivity and troubleshooting network issues.

**Trainings Attended**

* Compliance Management
* Account opening and Payment of Cheques
* Effective communication and business writing
* Comprehensive training for System Administrators
* Detection and Prevention of Frauds and forgeries
* Customer Care
* Customer Service and Selling Skills
* RBG Product Knowledge
* MS Excel Techniques
* Business Etiquettes
* Comprehensive course on Foreign Trade

**KEY AREAS OF EXPERTISE**

* Customer Services
* Human Resource Management
* Budgeting
* Expense handling
* Business support
* Quality Assurance
* Complaint Management
* Report Writing

**Awards**

* Winner of Service Excellence Award of Askari bank Limited in 2005 among all staff /

 branches of Askari Bank Limited.

* Winner of President Certificate for outstanding performance in Hajj Campaign 2018.
* Presidential letter on outstanding performance in NFLP.

**Hobbies**

* Web development
* Video editing

**Reference**

Reference can be provided on request.