

Faraz Khattak
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Objective

To fulfill responsibilities delegated to me with commitment and diligence in order to support my organization achieve its goals and to enhance my own knowledge and experience. Team spirit, discipline and coordination being my strongest points.

Work experience

Priority Relationship Manager

Mar 2019 to Till October 2019 **Standard Chartered Bank**

Branch Assets Manager (Assets)

Sep 2014 to Mar 2019 (FTE) **Standard Chartered Bank**

Cluster Manager (Branch Acquisition Channel)-Consumer Finance

Jan 2011 to May 2014(FTE) **Faysal Bank Ltd**

Relationship Manager (Home Loan) - Consumer Finance

Feb 2008 to Dec 2010(FTE) **The Royal Bank of Scotland (Formerly ABN AMRO Bank)**

Regional Coordinator (Home Loan) - Consumer Finance

July 2006 to Feb 2008(FTE) **The Royal Bank of Scotland (Formerly ABN AMRO Bank)**

Sales Processor and MIS Coordinator (Home Loan Department)

Jan 2005 to June 2006 **Union Bank Ltd**

Responsibilities

Standard Chartered Bank

Priority Relationship Manager

- To solicit fresh customers as per agreed Bank's sales policy, strategy, and targets.
- To ensure Account Opening procedures are strictly adhered to as per policies and guidelines.
- To cross-sell other bank products to increase total portfolio for the Bank.
- To visit existing Consumer Banking Customer for relationship deepening.
- To keep customers informed of new products/services and promotional activity.
- To follow the sales management process on a regular basis and submit required reports to the Branch Manager on a timely basis.
- To ensure the highest standards of know-your-customer requirements supported by documentation.
- To ensure credit portfolio is managed in an efficient manner with zero expired facilities.
- To ensure that the branch premises maintains highest standards of hygiene, cleanliness and comfort.
- AML-Report monitoring - review & responding to reports daily, weekly and monthly and highlighting any suspicious activities.

Standard Chartered Bank

Branch Assets Manager (Consumer Products)

- Manage and **supervise** assets targets of my assigned branches and achieve the desired objectives
- Conduct periodic training sessions of branch banking staff on product, **policies, procedures, targets** and cross selling.
- Continuous **assistance & motivation** to branch banking staff to achieve assets sales targets.
- Monitor turnaround times and coordinate with risk and relevant departments for smooth disbursements of login applications.

Attend Customer queries and complaints efficiently.

Faysal Bank Ltd

Cluster Manager (Branch Acquisition Channel)

Manage and **supervise** assets targets of my assigned branches and achieve the desired objectives.
Achieve **Assets logins** and disbursement targets as assigned by the management.
To ensure that sales and training process is run in all assigned branches.
Conduct periodic training sessions of Branch Banking staff on product, **policies, procedures, targets** and cross selling.
Continuous **assistance & motivation** to branch banking staff to achieve assets sales targets.
Monitor turnaround times and coordinate with risk and relevant departments for smooth disbursements of login cases.
Attend Customer queries and complaints efficiently.
Coordinating with dealerships and external vendors to build mutual beneficial relationships.

The Royal Bank of Scotland Islamabad (Formerly ABN AMRO Bank)

Relationship Manager (Mortgages)

Responsible for the development and performance of sales activities.
Team leader of 10 to **15 individuals** with excellent **interpersonal** skills.
To provide Leadership and guidance to my team to achieve maximum profitability and growth in line with **Bank's vision** and values.
Establish plan and strategies to expand the customer base in the marketing area and contribute towards **development / enhancement** of training program for the sales team.
Develop a business plans for individual for effective search of sales lead and prospects.
Initiate and coordinate development of action plans to penetrate new market.
Maintain accurate record of all **pricing, sales and activity reports**.

The Royal Bank of Scotland Islamabad (Formerly ABN AMRO Bank)

Regional Coordinator (Home Loan Department)

Reviewing all mortgage customer files before Login.
Resolving all discrepancies and coordinating with mortgage customers, personal banking consultants and credit department regarding cases.
Maintaining documents of all mortgage customers.
Updating MIS status, coordinating with head office for resolution of cases.
Follow-up with External agencies.
Daily briefing and de-briefing with all Personal Bankers Consultants (PBC) regarding customer cases.

Union Bank Islamabad

Sales Processor and MIS Coordinator (Home Loan Department)

Resolving all discrepancies and coordinating with mortgage customers, personal banking consultants and credit department regarding cases.
Maintaining documents of all mortgage customers.
Updating MIS status, coordination with head office for resolution of cases.

Education

BCS (2001-2003)

Al-khair University, Abbottabad

Studied courses: Oracle, Java, Data Structure, DBMS, Operating System, and COBOL Oriented Programming in C, C++ and Networking.

References

Will be furnished if required.

