SYED AMJAD HUSSAIN

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# Objective and Ambitions

I want to achieve a respectable professional position in society and in my own region through knowledge, hard work, efficiency, skills, and service.

# Qualification

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| --- | --- | --- | --- |
| **Exam** | | **Session** | **Board/University** |
| **S.S.C** | | 2002 | B.I.S.E Bannu |
| **BA** | | 2007 | Gomal University D I Khan |
| **MA** | | 2010 | Gomal University D I Khan |
| **CT (Certificate Of Teaching)** | **2011** | | **Allama Iqbal Open University Islamabad** |

**Experience:**

**Employ: Habib Bank ltd.**

**Position:** Branch Operation Manager

**Duration:** 01 Sep 2016 to Present

**Job Descriptions:**

* Managing, supervising, and handling day-to-day branch operational functions related to areas of Cash, review GL, Suspense Accounts, Lockers, ATM, General Services, Communications and Security.
* Positive internal audit rating with low incidents of audit objections.
* Full compliance with SBP and other regulatory requirements (SBP Currency Management Strategy, KYC, AML, and customer complaints, etc.). Ensuring a satisfactory level of internal controls is maintained in the branch.
* Timely rectification of audit objections and plans thereof to avoid repletion of the same.
* Develop and implement branch operations strategies to ensure efficient and effective operations.
* Monitor and analyze branch performance metrics to identify areas of improvement.
* Manage branch staff, including recruitment, training, and performance management.
* Oversee branch operations, including customer service, sales, and financial transactions.
* Ensure compliance with all applicable laws, regulations, and policies.
* Develop and maintain relationships with customers and other stakeholders.
* Identify and implement process improvements to increase efficiency and reduce costs.
* Develop and implement branch marketing strategies to increase our customer base.
* Develop and manage branch budget and ensure cost-effectiveness.
* Monitor and analyze customer feedback to identify areas of improvement.
* Develop and implement customer service initiatives to improve customer satisfaction.

**Employ: United Bank ltd.**

**Position:** Chief Teller (Officer Grade III)

**Duration:** 23 Jan 2012 to August 2016

**Job Descriptions:**

* Manage daily teller operations, ensuring that all tellers are effectively responding to customer inquiries.
* Monitor and analyze teller operations, providing feedback and guidance to tellers to improve efficiency and customer service.
* Train and develop new and existing tellers to ensure they are knowledgeable about bank products and services.
* Always maintain a professional demeanor and ensure tellers adhere to bank policies and procedures.
* Ensure all teller transactions are accurately and promptly processed.
* Balance teller drawers and reconcile all cash discrepancies.
* Monitor and approve off-site cash transactions.
* Assist customers with complaints and inquiries.

**Employ: Relief International**

**Position:** Social Organizer

**Duration:** 01 Feb 2010 to 31 Dec 2010

**Job Descriptions:**

* **Community Engagement:** Engage with local communities and target groups to raise awareness of social development initiatives, promote participation, and create a sense of ownership in these initiatives.
* **Needs Assessment:** Conduct assessments to identify the specific social, cultural, and economic needs of the community, which can help inform the design and implementation of programs.
* **Advocacy:** Advocate for the needs and concerns of the community or target group, working with higher authorities, government agencies, or organizations to address these issues.
* **Partnership Building:** Build and maintain partnerships with local organizations, NGOs, government agencies, and other stakeholders to enhance the impact and sustainability of social development initiatives.

**Employ: BEFARE (basic education for awareness and Reforms)**

**Position:** Social Mobilizer

**Duration:** 01 Nov, 2007 to Dec, 2008

**Job Descriptions:**

* Arrange workshop/society Meetings with Religious leaders of the society and convey them to emphasis on women’s vote in our society.
* Also arrange corns meetings in many villages about the importation and collaboration with partner organization, other organization, and district administration.

# Trainings:

* Arrange workshop/society Meetings with Religious leaders of the society and convey them to emphasis on women’s vote in our society.
* Practical Workshop & Teaching Practice in Gov, high School kulachi.

# Computer Skills:

* Office Automation course.
* Software Installation & Trouble Shooting.
* Excellent skills of using Microsoft Office 365, Google docs, Microsoft Office Tools, and Data bases.

# Other Skills or Knowledge:

* Self-motivated, demonstrated ability to work well with people, handle technical problems, work well under stress, and follow complex plans and strategies.
* Demonstrated analytical and problem-solving skills with an emphasis on the information systems lifecycle, analysis, and design.
* Able to meet deadlines in a dynamic fast-paced atmosphere. Ability to work both independently and as part of a team. Resourceful in researching appropriate technical details and support and ability to work with foreigners.

# Languages:

* Urdu, English, Pashto, Punjabi, Saraiki