

## PERSONAL STATEMENT

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Experience in a research program named quality education of public and private sector schools as a researcher and report writing. Experience in artificially started a new business to check how to face problems as an entrepreneur. Computer skills include Microsoft excel, word, PowerPoint, Access. I have some excellent skills such as problem solving and communication. I accustomed to long working hours as well.

## CAREER OBJECTIVE

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Acquire good position in fast growing market where I could prove my skills and knowledge by sharing in growth of the organization. Get the optimal level of achievement by applying the theoretical knowledge with practical experience. I want to apply my business development skills to an environment where they will make a significant impact on the bottom line.

## KEY SKILLS

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Here is the main summary of some skills:

Accounting	Communication Skills
Conventional Banking Knowledge	Computer Knowledge
Consumer Banking Knowledge	Islamic Banking

## EDUCATION

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- 2019 – 2021**    **Master's degree** – MBA from Virtual University of Pakistan (VU) major in Management Sciences
- 2012 – 2014**    **Master's degree** – M.Com from University of Central Punjab (UCP) major in Banking and Finance
- 2009 – 2011**    **Bachelor's degree** – B.Com IT from University of Punjab major in Commerce
- 2007 – 2009**    **Intermediate Certificates** – I.Com from Board of Intermediate and Secondary Education Lahore major in Commerce
- 2005 – 2007**    **Matriculation** – Matric in Science from Board of Intermediate and Secondary Education Lahore major in Bio-Science



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## **OTHER CERTIFICATES**

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- Sep. 2011 24 Weeks Foundation Training** – Includes MS Office, internet technology, windows and software installation and troubleshooting from Nova College of Commerce & Information Technology – Lahore
- Nov. 2014 08 weeks ERP-ORACLE Training** – Including data entry, posting and software operating from Punjab Group of Colleges – Lahore

## **INTERNSHIP**

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- April 2014 6 weeks Internship Program** – At MCB Bank Ltd. in all departments of branch

## **PROFESSIONAL EXPERIENCE**

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- May 19 – Team Leader – FRMS at BOP** - Serving at The Bank of Punjab in Fraud Risk Management System, Risk Management Group as Team Leader – FRMS

- Manage fraud prevention unit including 24/7 transaction surveillance.
- Manage fraud prevention including detecting Point of Compromise (POC) to mitigate bank from both financial and reputational losses.
- Handle customer's complaints related to financial transactions
- disputes.
- To ensure overall net fraud losses should not exceed and must be abridged through effective & efficient vigilance as well as investigation.
- To ensure effective and timely recovery of fraudulent amount in accordance with the actual frauds where possible
- Investigate financial crime, employee wrongdoing, internal and external fraud, whistle blowing.
- Investigate the customer's fraud related complaints thoroughly and provide decisions either favor in bank or customer.
- Investigate the online banking/e-commerce/internet/mobile application related frauds and provide fitting decision.
- Assurance that cases are investigated with all aspects and

## Dynamics

- Prepare fraud MIS of transactions for onward reporting to internal stakeholders i.e. Manager and Unit Head.
- Association in preparing Standard Operating Procedures for standardize the daily execution, roles, and responsibilities of department.
- Association in preparing Service Level Agreements between the department in order to sustain smooth and hassle-free working.
- Effectively deployment of third party vendor's systems includes FTDH (Fund Transfer Dispute Handling)
- Effectively deployment of Branchless Banking (BLB) monitoring to monitor and detect frauds
- Analyze gaps and suggest pro-active measures with Line Management
- Managing team and lookout over all underlings
- Managing team by providing equal rights

## **2014 –2019    Officer-FRMU at BAL - Served at Bank Alfalah Ltd. in Fraud Risk Management Unit as Officer- FRMU**

- Manage fraud prevention unit including 24/7 transaction surveillance.
- Manage fraud prevention including detecting Point of Compromise (POC) to mitigate bank from both financial and reputational losses.
- To ensure overall net fraud losses should not exceed and must be curtailed through effective & efficient vigilance / investigation.
- To ensure that minimize the fraud to sales ratio, will be handled proactively through on-line monitoring both issuing & acquiring / vigilance / investigation, cross verification, mystery shopping.
- To ensure effective/timely recovery of fraudulent amount within region in accordance with the actual frauds where possible
- Periodically visit branches to ensure compliance related to cash and operations
- Effectively deployment of third party vendor's systems includes FTDH (Fund Transfer Dispute Handling) and e-sentinal.
- Investigate financial crime, employee wrongdoing, internal and

external fraud, whistle blowing, AML.

- Handle customer's complaints related to financial transactions disputes.
- Managing team and lookout over all underlings
- Analyze gaps and suggest pro-active measures with Line Management

## PERSONAL INFORMATION

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<b>Father's Name</b>	Muhammad Aqil Khan ( <i>Late</i> )
<b>Language</b>	English, Urdu, Punjabi and Hindi
<b>Marital Status</b>	Single
<b>Nationality</b>	Pakistani
<b>Date of Birth</b>	01-03-1992
<b>License</b>	Pakistani Driving License ( <i>International</i> )