


RANA UMAIR SHAHZAD

MANAGER OPERATIONS

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SKILLS

Problem Solving

Adaptability

Collaboration

Strong Work Ethic

Time Management

Critical Thinking

Handling Pressure

Leadership

EDUCATION

MBA Banking & Finance
PIMSAT – Karachi.
2008 - 2010

B.Com – Accounts & Eco.
University of Karachi.
2005 - 2007

CERTIFICATIONS

IELTS – 6.5 (Oct – 2020)

Banking Operations

Banking Law & Practices

RESUME

Manager Operations with 10+ years of experience organizing operations. Handle yearly & surprise audits with pro-active approach. Implementation of regulatory requirements & policies, preparation of monthly financial reports and maintaining the utmost confidentiality. Looking to leverage my knowledge and experience into a suitable role.

EXPERIENCE

United Bank Ltd – UAE

Jun 2016 ~ Jun 2021

Manager Operations

- Balancing & Reconciliation of GLs, replenishment of CDMs / ATMs
- Full compliance with KYC, AML regulations and central bank policies
- Periodic reviews of organization's SOPs to ensure are liaison with recent regulations and also suggests changes where required
- Customer happiness & satisfactory services within TATs
- Maintain utmost discretion when dealing with sensitive topics
- Manage travel and expense reports for department team members
- Trained officers for their growth and ongoing requirements

Bank Alfalah Ltd - Pakistan

Oct 2013 ~ May 2016

Manager Operations

- Balancing & Reconciliation of GLs, replenishment of CDMs / ATMs
- Customer happiness & satisfactory services within TATs
- Maintain utmost discretion when dealing with sensitive topics

Askari Bank Ltd - Pakistan

Nov 2012 ~ Oct 2013

Manager Operations

- Balancing & Reconciliation of GLs, replenishment of CDMs / ATMs
- Customer happiness & satisfactory services within TATs
- Maintain utmost discretion when dealing with sensitive topics

Faysal Bank Ltd - Pakistan

Apr 2008 ~ Nov 2012

Manager Operations

- Joined as Trainee Cash Officer, promoted to remittances, clearing, account opening, Branch Services officer & Operation Manager.
- Balancing & Reconciliation of GLs, replenishment of CDMs / ATMs
- Customer happiness & satisfactory services within TATs
- Maintain utmost discretion when dealing with sensitive topics