



# USMAN TARIQ

📍 Dubai United Arab Emirates

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## Professional Summary

Capable Relationship officer experienced in developing customized solutions to meet wide-ranging customer needs. Strong collaborator and active listener with excellent verbal and written communication skills. Offering almost 8 years record of success in banking industry.

## Skills

- Financial services
- Risk management
- Business relationship cultivation
- Customer portfolio management
- New business generation
- Client Relationships
- Written and verbal communication
- Business Development
- Strategic selling
- Financial Advising
- Sales expertise
- Relationship building and management

## Work History

01.2019 - Current

### ***Relationship Officer***

Citibank - Dubai, UAE

- To process applications of Loans and credit cards through different online channels.
- Monitored, followed-up and escalated cases to meet customer response commitments.
- Assisted customers with opening accounts and signing up for new services.
- Ensure total compliance with laid down norms in terms of compliance risk, credit policy and documentation.
- Maintained knowledge on banking products and distribution to provide optimal service support.
- Achieved goals for sale of bank products and services and exceeded performance metrics for customer service.

01.2015 - 11.2018

### ***Senior Relationship Officer***

Mashreq Bank - Dubai, UAE

- To meet and exceed target of easy cash and balance transfer.
- Developed and cultivated lucrative relationships with clients through effective communication and exemplary interpersonal skill.
- Documented customer interactions and relationships using CRM systems.
- Discussed financial options with clients and provided informed suggestions.

01.2013 - 12.2014

### ***Accounting Manager***

Fazaia Welfare Filling Station - Lahore, Pakistan

- Ensure the timely reporting of all monthly financial information.
- Handle personnel issues relating to staff conflicts, absenteeism and performance based issues.
- Supports budget and forecasting activities.
- Checked payroll, vendor payments, commissions and other accounting disbursements for accuracy and compliance.

04.2011 - 09.2013

### ***Event Supervisor***

OFF TO WORK - London, UK

- Worked at one of the finest events in UK as hospitality supervisor
- I had the privilege of working at London Olympics 2012 London and Buckingham Palace
- Worked as Sales supervisor at Hugo boss
- Engaged with several people while promoting different products at London Westfield mall.

Education

Expected in 03.2023

Certifications

Languages

- CIMA(Chartered Institute of Management Accountants) Certified , Accounting And Business Management, London School of Business And Finance - United Kingdom, UK
- Diploma, Business Management With Accounting, NMA - UK
- Advanced TEFL -Teach English As A Foreign Language, Teaching English As Foreign Language, TEFL - United Kingdom
- PGD, Business Management, Athe - United Kingdon, UK

- Certificate in Fundamentals of Corporate Management - ALISON, UK
- Certificate in Financial Risk Management - London School of Business and Finance, London, UK.
- Certificate in Financial Markets, Trading and Analysis - London School of Business and Finance, London, UK.
- Certificate in HR Management - HRD, UK

Urdu: Native language

English: C2

Proficient