

Zain Umar
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Career Objective

To work in a competitive and result-oriented environment that would help me to develop and utilize my processing sales and managerial skills to the maximum. The experience which I have gained at this level gives me the confidence to work and meets the expectations of the organization.

Professional Work Experience

❖ Organization: *Tanfeeth (EmiratesNBD)*

Tenure: *July 2015 – Present*

Designation: *Senior Processor Associate*



Responsibilities

- Conduct CDD of customer profile for onboarding, periodic review and trigger event review.
- Identify and verify KYC documents and customer statistic data.
- Engage with customers to provide incomplete CDD information and documentation within service level.
- Comply with relevant government regulations and the Bank's internal guidelines and policies
- Assist to prepare AML/CFT related trainings.
- Implement and complete work/project assigned by managers.
- Processing and managing all types of Account Opening, Account Maintenance, Smart Business, Online Banking and Salary Prepaid activities.
- Updating of Customer contact detail, Processing of Account Closure Requests, Power of Attorney, Joint a/c requests, Fax Indemnity requests, Setup, Maintenance & Cancellation of Standing Orders.
- Office account opening, Maintenance & Replications, Issuance of Audit Confirmation Letters, Capital Letters and Balance Certificate Requests.
- Ensuring necessary verifications and authorization are documented on the application.

- Apply up to date knowledge of all processes and guidelines in order to process the transaction/check account maintenance documents as per the laid guidelines and norms.
- Managing and resolving CRM raised by branches and different business units.
- Processing Siebel CRM for Online banking queries for individual and corporate customers.
- Processing Smart Business application for corporate clients for transaction access.
- Assigning and dispatching tokens to corporate clients.
- Liaising with TBS to process corporate customer queries.
- Issuing authenticated bank statements for customers after all the necessary checks performed Finacle.
- Providing different ideas to improve the system and account maintenance process as and when required helping other units within the department.

Accomplishments

- I got promoted as Permanent staff within 6 months from my joining time period (Jan 2016).
- I also got promoted as a Senior Processor within a span of next 1 year and a month (Feb 2017).
- I got selected for Wholesale Banking Cell unit for banking with Corporate Customers based on my quality work and overall appreciations received (Sept 2017).
- Furthermore, I have also been selected for Financial Team Assistant member for processing all financial activities including Standing Orders, Sweeps Cases, Interest receivables/payables (Nov 2018 till present).
- I have also been nominated for next promotion as Accounts Supervisor in year 2019.

Certification

<i>Program</i>	<i>Year</i>
Certified Associate Program (CAP)	2017

❖ Organization: *Jumeirah Beach Hotel Dubai*

Tenure: *Nov 2011 – Jun 2015*

Designation: *Store Keeper*



Responsibilities

- Receiving procedure of goods
- Invoicing, Posting & Verification
- Raising purchase orders
- Inventory and Records
- Handling & issuing general store items, food store items and beverage store items.

Software's Knowledge

- IBM-BPM
- Finacle 10x / 11x(Advanced) / Finacle Testing (Core Consolidation)
- Smart Business
- Siebel CRM
- Banknet
- Congos (Audit Letters)
- Tracksoft
- Docsafe

Skills

- Excellent verbal and written communication skills
- Highly capable to multi-task and manage a wide range of projects simultaneously.
- MS Office (Word, Excel and PowerPoint)

Educational Profile

<i>Certification</i>	<i>Specialization</i>	<i>Year</i>
Lynchpin	Certified Management Accounting (CMA)	2013
Certificate from Punjab University	Bachelors in Economics	2009

BISC Intermediate Certificate	Pre-Engineering	2006
BISC Matriculation Certificate	Science Student	2003

Language Command

- English, Urdu, Punjabi/Hindi (Reading, Writing and speaking Fluently)
- Arabic (Basic)

Personal Data

Father's Name: Imdad Hussain

Date of Birth: 19th June 1989

Religion: Islam

Nationality: Pakistani

Marital Status: Married

Visa Status: Employment Visa

U.A.E Driving License: 3703961 (Light Vehicle)

Reference

To be given upon request.