

# Ayaz Akhtar

Banker

## Contact

### Address

Peshawar, Khyber  
Pakhtunkhwa, 25000

### Phone

00923459042661

### E-mail

khanayaz526@gmail.com

## Skills

Banking services knowledge

Digital banking products  
and services

Project manager supervision

New account creation

Account verification

Staff Management

Operations

Account management

Employee training

Cash shipment oversight

Opening and closing  
procedures

Branch Operation Manager with over 10 years of successful experience in Banking Operations and Customer Service. Recognized consistently for performance excellence and contributions to success in Banking industry. Strengths in Customer Service and Administration backed by training in Business Management.

Enthusiastic Banker eager to contribute to team success through hard work, attention to detail and excellent organizational skills. Clear understanding of Banking and Finance and training in Leadership. Motivated to learn, grow and excel in Banking.

## Work History

2010-12 -

Current

### Banking Services Manager/Operation Manager

Allied Bank Limited , Peshawar, Khyber Pakhtunkhwa

- Worked to maintain outstanding attendance record, consistently arriving to work ready to start immediately.
- Maintained excellent attendance record, consistently arriving to work on time.
- Met with customers to assess needs and propose customized solutions.
- Provided leadership and direction to grow team portfolio and increase revenue.
- Developed and implemented marketing and business plans.
- Delivered exceptional experience and maintained productive relationships with area small businesses.
- Boosted branch sales by developing and deepening customer loyalty through incentive programs.
- Uncovered and resolved strategic and tactical issues impacting sales management and business operations.
- Produced Type and Type reports outlining financial data to assist management with making strategic plans and operational decisions.
- Reviewed more than Number financial statements per Timeframe.
- Enhanced branch production rates by handling staff conflicts, evaluations, hiring/termination processes, coaching employees on company protocol and

Compliance reviews

Reporting familiarity

Familiar with account coding

Relationship building and management

Cash handling expertise

Bank security expert

Business development expertise

Sales professional

Customer service awareness

Key performance indicators

Revenue Generation

Strong team-builder

Resourceful nature

Goals and performance

Cash Handling

Background in mutual funds, stocks, bonds and investments

Financial services

Accounts Payable

Documentation

Banking

Accounts Receivable

Team Player

Business Development

payroll operations.

- Increased new bank relationships within local community by **Number**% through execution of quarterly promotions.
- Identified and capitalized on community business opportunities with effective networking.
- Maintained confidentiality of bank records and client information to prevent mishandling of data and potential breaches.
- Protected company assets with strategic risk management approaches.
- Assessed employee performance and developed improvement plans.
- Met deadlines by proactively managing individual and team tasks and implementing **Type** processes.
- Engaged employees in business processes with positive motivational techniques.
- Resolved escalated customer issues and boosted retention rates by 95%.
- Consulted with representatives of regulatory agencies to complete accurate filings and uphold strict compliance.

2008-11 -  
2010-12

## Junior Auditor

*Alloitt Shahid Hadi (Chartered Accountants), Peshawar, Khyber Pakhtunkhwa*

- Completed audit papers by thoroughly documenting audit tests and findings.
- Developed auditing program to address risks and evaluate regulatory requirements.
- Analyzed accounting systems for efficiency and effectiveness.
- Prepared working papers, reports and supporting documentation for audit findings.
- Developed and enforced audit policies and administrative and technical functions.
- Conducted financial, compliance and operational audits.
- Identified audit risks, prepared budgets and coordinated with management and audit team in preparing related reports.

## Languages

English

Urdu

Persian

## Education

|                   |                                                                                                                                     |
|-------------------|-------------------------------------------------------------------------------------------------------------------------------------|
| 2012-09 - 2016-11 | <b>M.Com: Accounting And Finance</b><br><i>University Of Peshawar - Pakistan</i>                                                    |
| 2006-09 - 2008-11 | <b>B.Com: Accounting And Business Management</b><br><i>Khyber College Of Commerce &amp; Management Sciences - Peshawar Pakistan</i> |
| 2003-05 - 2006-06 | <b>Fsc: Pre Engineering</b><br><i>Govt Superior Science College - Peshawar</i>                                                      |
| 2001-03 - 2003-04 | <b>Matric: Science Education</b><br><i>Govt Higher Secondary School No 1 Peshawar Cantt - Peshawar</i>                              |

## Interests

Reading History