

Asif Nawaz Afridi



Building 348 Block 203 Road 507 Muharraq 

Kingdom of Bahrain

+97334509344 

AsifAfridi911@gmail.com 



Personal Details

- Date of Birth : 26/11/1995
- Marital Status : Married
- Nationality : Pakistani
- Passport : AY1529191
- Gender : Male
- CPR No : 951152130

Objective

Dynamic and results-driven Operation & Customer Services Manager with a Bachelor of Business Administration (Honors) and over five years of experience in the private sector, including roles as a sales/retail, accountant, cashier, and relationships manager. Proven ability to drive sales growth, enhance customer satisfaction, and lead high-performing teams. Seeking to leverage my skills and expertise to contribute to the Company and achieve its sales targets and deliver outstanding customer experiences.

Experience

- **MORGA Head Offices & Management Offices** 08Sept, 2024 - Still
Operating/Customer Service Manager
 - Skill in overseeing daily branch operations, ensuring efficiency and compliance with company policies.
 - Proven ability to lead, train, and mentor diverse teams to achieve performance goals and enhance customer service.
 - Strong understanding of financial reporting, budgeting, and analyzing branch performance metrics to drive profitability.
 - Skilled in building and maintaining strong relationships with clients to foster loyalty and satisfaction.
 - Knowledgeable in banking regulations and compliance standards to uphold industry practices and mitigate risks.
 - Strong capability in evaluating employee performance, providing constructive feedback, and driving professional development.
- **MCB Bank Limited** 18May, 2022 - 03July, 2024
Relationship Manager
 - Assisted in building and maintaining strong client relationships through effective communication and personalized service.
 - Conducted regular follow-ups with clients to ensure satisfaction and address any concerns promptly.
 - Collaborated with sales teams to identify potential upselling opportunities and improve client engagement.
 - Organized and facilitated client meetings and presentations to showcase new products and services.
 - Supported the execution of client onboarding processes to ensure a seamless experience.
 - Participated in training sessions to improve product knowledge, customer service skills, and industry expertise.
- **Allied Bank Limited** 26July, 2021 - 29April, 2022
Cashier (Teller Service Officer)
 - Processed customer transactions accurately and efficiently in a fast-paced retail environment.
 - Handled cash, credit, and debit transactions while maintaining a balanced cash drawer.
 - Provided excellent customer service by addressing inquiries and resolving issues promptly.
 - Assisted in training new cashiers on register operations and store policies.
 - Collaborated with team members to achieve daily sales goals and targets.

- **Azaad Builders & Furnishers**

16 December, 2019 - 29 April, 2021

Accountant

- Managed accounts receivable and payable, reconciled bank statements, and prepared financial reports.
- Managed financial reporting processes resulting in enhanced transparency.
- Conducted financial audits for improved internal controls.
- Streamlined budgeting exercises for efficient financial planning.
- Led tax compliance initiatives to ensure regulatory alignment.
- Generated accurate financial reports using advanced software tools.
- Compiled general ledger entries on a short schedule with 100% accuracy.
- Reported on financial results, including balance sheets, income statements, and cash flow statements

Education

- **FUUAST University Islamabad, Pakistan**

2019

Bachelor of Business Administration Honour's
2.58

Certifications

- **BCM & HSE**

Business Continuity Management & Health
Safety and Environment
02/2023

- **Sales Excellence**

10/2022

- **Sensitization & Financial Inclusion PWD's**

09/2022

- **Service That's Matters**

09/2022

Skills

Customer Relationship Management

Sales Forecasting

Sales Strategy Development

Leadership

Time Management

Interpersonal & Communication Skill

Market Trend Analysis

Conflict Resolution

Problem-Solving

Team Management

Adaptability & Flexibility

Collaboration

Account Payable and Receivable

Accounting & Budgeting

Languages

- English
- Urdu
- Pashto

Reference

- **Salman Mohammed Iqbal - BEYON Money**

Remittances Specialist

Salman.Mohammed@beyonmoney.com

+97336409607