

Tahir Imam

Colombo, Sri Lanka | +94 778 792 435 | tahir.imam4140@gmail.com | linkedin.com/in/tahir-imam4140

PROFESSIONAL SUMMARY

Finance & Trade Professional with 6+ years of expertise in international banking operations, trade finance, and back-office process optimization across South Asia and ASEAN. Proven record of driving compliance accuracy (+40%), accelerating documentation efficiency (-30%), and strengthening client trust through flawless service delivery.

WORK EXPERIENCE

Port City BPO – Colombo, Sri Lanka | Financial Services Process Specialist (Jun 2025 – Present)

- Delivered specialized back-office support for international clients, ensuring accurate documentation, regulatory compliance, and timely processing.
- Played a key role in achieving 100% on-time LC submissions, strengthening client trust and securing long-term contracts.
- Assisted in developing a value-added service for discrepancy resolution, generating consistent additional service fees.

Euro Exim Bank – Phnom Penh, Cambodia | Trade Finance Consultant (2024 – 2025)

- Spearheaded a team of independent consultants across ASEAN, driving a 25% YoY increase in regional sales.
- Orchestrated transition to digital trade documentation, cutting processing costs by 20% and reducing turnaround time by 30%.
- Ensured 100% on-time delivery of finance documents for 12 consecutive months via robust escalation systems.
- Enhanced compliance accuracy by 40% through a custom dispatcher checklist.

United Bank Limited – Multan, Pakistan | Operation Officer (2021 – 2024)

- Oversaw branch operations, ensuring efficient service delivery and training new staff.
- Maintained an average KPI above 90% and increased branch deposits from PKR 660M to 1B+.
- Introduced biometric payment procedures reducing paper dependency; recognized in competition with promotion and cash prize.

Al Baraka Bank Limited – Multan, Pakistan | Branch Services Officer (2018 – 2021)

- Led cash management cell and ensured compliance with international banking standards.
- Implemented a two-step verification process to mitigate audit errors.
- Introduced a cash quarantine and safe disposal mechanism during COVID-19, later adopted across branches.

EDUCATION

M.Com in Finance (Gold Medalist), 2019–2021 – Institute of Southern Punjab (ISP), Multan, Pakistan

ADP in Accounting & Finance, 2016–2018 – Institute of Southern Punjab (ISP), Multan, Pakistan

- Head, Media & Communication – ISP Business Society
- Editor – ISP Monthly Business Magazine

SKILLS

Technical Skills: MS Office, Power BI, Oracle ERP, LexisNexis, CBS, Rosetta, SYMBOLS, Auto BANKER, Safe Watch

Core Competencies: Strategic Leadership, Compliance & Risk Management, Trade Finance Operations, Client Relationship Management, Process Optimization

ADDITIONAL INFORMATION

Interests: Cricket Enthusiast, Social Work, Music, Article Writing, Snooker, Cooking