

Sheraz Anwer

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I have experience in Branch Banking, Sales, Brand Development, Strategic Brand Marketing, with a history of successful achievements in team management, sustained business growth & numbers. .

Professional Competencies:

- ❖ Bank Reconciliation.
- ❖ Financial Reporting.
- ❖ Microsoft Office, MS Word, Powerpoint)
- ❖ Tally.
- ❖ Bilogics(Banking Software)
- ❖ Cards 400 (Banking Software)
- ❖ EBBS (Banking Software)

Professional Experience:

99 Contracting, Bahrain

Nov'19 To Till date

Purchasing & Admin Officer

Major Responsibilities:

- ❖ Purchase of material related to project requirements.
- ❖ Inventory enter in systems along with physical counts.
- ❖ Recording of purchasing and issued PO in trackers.
- ❖ Responding of customers.
- ❖ Look after all banking related queries .
- ❖ Administrative requirements related to ministry rules and regulation.

Citi Bank, Bahrain

Feb'19 - Nov'19

Relationship Officer (Assets Sales)

Major Responsibilities:

- ❖ Contact potential clients to understand their requirements and sell the advantages of our Banks products.
- ❖ Generating Leads for various Citibank products and maximum conversion.
- ❖ Companies Visit for corporate sales and bulk sourcing of consumer products.
- ❖ Maintain knowledge on all competitor products and services and analyze all advantages and disadvantages for various products.
- ❖ Evaluate/ Probe customer needs to position Citibank products to meet the need accordingly.

- ❖ Analyze customer trends to enhance the sales and service management process.
- ❖ To maintain Internal Service Measures.
- ❖ Ensure cost control by effective utilization of given resources.
- ❖ Counseled corporate clients and high net-worth individuals with regard to their borrowing needs.
- ❖ To overcome problems using guidelines and escalate with expediency, when necessary.
- ❖ Scheduling weekly activity at branch or any other social activity to generate leads.

Union Security Systems & Services, Bahrain

Aug'18 – Jan'19

Accounts & Admin Officer

Major Responsibilities:

- ❖ Preparation & maintenance of P & L A/C & Balance Sheet.
- ❖ Reconciliation of Books of Accounts with clients / Debtors.
- ❖ Accounting for Invoices, Receivables & suppliers Payments.
- ❖ Preparation of MIS reports for the review of Management.
- ❖ GL reconciliation.
- ❖ Prepare adjusting journal entry to correct the appropriate general ledger accounts.
- ❖ Preparing Ageing of Outstanding transactions.
- ❖ Interacting and following up with internal and external departments to ensure that outstanding reconciliation items are reduced.
- ❖ Developed and maintained system to achieve daily workflow goals and productivity.
- ❖ Established good relationships with all external contacts.

Faysal bank Ltd, Pakistan

Oct'17 – May'18

Team Manager – Tele Sales unit

Major Responsibilities:

- ❖ Establish annual, quarterly, monthly, or weekly sales plans and prioritise and schedule own activities so these targets are met.
- ❖ Coach and mentor less experienced sales representatives to achieve their sales targets
- ❖ Managing Sales Team for Personal Financing (unsecured consumer products).
- ❖ Corporate sales.
- ❖ Oversees the daily running and management of a call centre, overseeing a sales team, meeting any sales targets and the development and training of telesales staff.
- ❖ Counseled corporate clients and high net-worth individuals with regard to their borrowing needs.
- ❖ Managing staff of 18 Sales Representatives.
- ❖ Training & Hiring of Sales team.
- ❖ To maintain Internal Service Measures.
- ❖ Ensure cost control by effective utilization of resources.
- ❖ Resolved customer queries and complaints

Business Analyst Payment System DepartmentMajor Responsibilities:

- ❖ Develop long-term sales plans for key customers and accounts and monitor and adapt sales activities so that these objectives are met.
- ❖ Preparation of E-Banking reports on monthly basis of 190+ branches for senior management.
- ❖ Preparation of E-Banking products Income Statement on monthly basis.
- ❖ Maintaining Plastic card Skimming insurance cases for insurance claim.
- ❖ Preparation of Onsite & Offsite ATM Transactions statistics report on monthly basis for IT
- ❖ Steering Committee.
- ❖ Preparation of comparison report for 1 link acquiring transactions with 1-link members Banks.
- ❖ Processing of Offsite ATM Billing & also branding for onsite/Offsite ATM.
- ❖ Prepare Merchant alliances performance report on monthly basis for senior management.

Assistant manager Alliances & Loyalty CardMajor Responsibilities:

- ❖ Serves customers by completing account transactions.
- ❖ Preparation of departmental Budget 2015-2016.
- ❖ Co-ordination with marketing Department for promotion of merchants & Discount deals
- ❖ Co-ordination with merchants for discount payments.
- ❖ Co-ordination with finance Department for reimbursement of charges.
- ❖ Keep an eye on sales volume through Debit card swiping at Merchants.
- ❖ Ensure the deployed marketing material on all merchants across the Pakistan
- ❖ Material including
 - Standees.
 - Table Top.
 - Bill folders.
 - Wall branding.

Team Leader Direct Sales (Unsecured Consumer Products)Major Responsibilities:

- ❖ Managing Sales Team for Personal Financing (unsecured consumer products).
- ❖ Managing staff of 10 Sales Representatives.
- ❖ Training & Hiring of Sales team.
- ❖ To maintain Internal Service Measures.
- ❖ Ensure cost control by effective utilization of resources.
- ❖ Counseled corporate clients and high net-worth individuals with regard to their borrowing needs.

- ❖ Resolved customer queries and complaints

Standard Chartered bank Pakistan

Mar'07 – Mar'13

Team Leader Direct Sales (Unsecured Consumer Products)

Major Responsibilities:

- ❖ Generating Leads for various Standard Chartered bank products and maximum conversion
- ❖ Keep an eye on competition's products and services
- ❖ Evaluate/ Probe customer needs to position Standard Chartered bank products to meet the need accordingly
- ❖ Analyze customer trends to enhance the sales and service management process
- ❖ Lead the Sales Team (Leadership role) Plan and achieve monthly, quarterly and yearly sales targets given by the Management
- ❖ Exercising KYC and servicing needs and requirements
- ❖ To maintain Internal Service Measures.
- ❖ Ensure cost control by effective utilization of resources.
- ❖ Counseled corporate clients and high net-worth individuals with regard to their borrowing needs.

Language skills:

1	English	Excellent
2	Hindi	Excellent
3	Urdu	Excellent

Education:

Karachi University, Karachi
Bacholer Of Commerce

Jun 2007 to Jun 2009

Jonior Associateship of IBP (continue)
2ND Semester.

Training & Courses:

- ❖ Time Management - Ethics and values on work Place.
- ❖ Leadership & Building High Performance Team.
- ❖ Advance Excel - Report Writing and Business English.
- ❖ Legal & Compliance
- ❖ Health & Safety
- ❖ Group Code of Conduct (Banking Sector)
- ❖ Reputation Risk (Banking Sector)
- ❖ Operational Risk (Banking Sector)

Hobbies and Interests:

- ❖ Reading books
- ❖ Sports - Cricket

- ❖ Current affairs
- ❖ Research

Reference

References are available on request.