



FARMAN ULLAH

Date of birth: 04/02/1999 | **Nationality:** Pakistani | **Gender:** Male | **Phone number:**

(+92) 3129177969 (Mobile) | **Email address:** farman.ullah43436@gmail.com | **LinkedIn:**

<https://www.linkedin.com/in/farman-ullah-786923216> | **WhatsApp Messenger:** +923405855033 |

Address: Village barikot district swat, Same as above, 19240, Swat, Pakistan (Home)

ABOUT ME

Experienced banking professional with two years of experience at BANK, where I used analytical and interpersonal skills to maintain a 99.60% customer satisfaction rating. Seeking a chance to leverage my banking skills to maximize the operations and quality of service at Allied Bank.

EDUCATION AND TRAINING

25/09/2017 – 18/01/2022 Swat, Pakistan

BACHELOR OF BUSINESS ADMINISTRATION University of Malakand

Website <https://www.uom.edu.pk/> | **Level in EQF** EQF level 6

06/04/2015 – 05/08/2017 Swat, Pakistan

HIGHER SECONDARY SCHOOLS CERTIFICATE Government Higher Secondary School Barikot Swat

Website https://kp.gov.pk/page_type/location/page/gps_barikot_barikot_babozai_swat | **Level in EQF** EQF level 5

07/03/2013 – 15/06/2015 Swat, Pakistan

SECONDARY SCHOOL CERTIFICATE Young Scholars Public High School Barikot Swat

Website <https://www.eduvision.edu.pk/young-scholar-public-school-barikot-ins-137248161> | **Level in EQF** EQF level 4

05/02/2019 – 10/08/2020 Swat, Pakistan

DIPLOMA INFORMATION TECHNOLOGY Government College Of Management Sciences Thana Malakand

Website <https://lms.uom.edu.pk/course/index.php?categoryid=54> | **Level in EQF** EQF level 5

WORK EXPERIENCE

10/07/2023 – CURRENT Swat, Pakistan

BANKING SERVICES OFFICER ALLIED BANK LIMITED PAKISTAN

- Responded to customer inquiries, providing information on bank accounts, policies, products, and services.
- Ensuring that accounts are opened and maintained in line with bank's internal procedures and KYC requirements of SBP.
- Ensure that the cheque books are issued as per prescribed procedure minimizing chances of fraudulent activity.
- Ensure compliance with all applicable laws, regulations, and policies.
- Develop and maintain relationships with customers and other stakeholders.
- Identify and implement process improvements to increase efficiency and reduce costs.
- Develop and implement branch marketing strategies to increase customer base.
- Develop and manage branch budget and ensure cost-effectiveness.
- Monitor and analyze customer feedback to identify areas of improvement.
- Develop and implement customer service initiatives to improve customer satisfaction.
- Manage branch staff, including recruitment, training, and performance management.
- Oversee branch operations, including customer service, sales, and financial transactions.

Prepared and examined financial records.

LANGUAGE SKILLS

Mother tongue(s): PUSHTO

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
URDU	C2	C2	C2	C2	C2
ENGLISH	C2	C2	B1	B1	C2

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

HOBBIES AND INTERESTS

TRAVELLING

Cricket

Reading Books

DRIVING LICENCE

Driving Licence: BE

Driving Licence: C

RECOMMENDATIONS

Wajid Ali Operations Manager

Email wajid7664@gmail.com | Phone (+92) 3471278027

Bahadar Khan Associate Professor

Email bahadartajik@gmail.com | Phone (+92) 3405855033

DIGITAL SKILLS

Customer Services. | Microsoft Office package: Microsoft Word, Excel, PowerPoint, Access | Administration of social networks and writing posts | Temenos' T24 (R15)