

# Maryam Arshad

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OBJECTIVE	To Seek an opportunity in a reputed organization, where i can utilized my potential as well as education background and administrative techniques that i have learn in my education background.	
EDUCATION	B.com (Honor) 3.20/4.00 Lahore College for women university	2016 — 2020
WORK EXPERIENCE	<b>Habib Metropolitan Bank Limited</b> <u>RO (Relationship Officer)</u> <ul style="list-style-type: none"><li>• Account Opening, Dormancy Activation, Account Closures</li><li>• KYCs (Review Due, Turnover breach etc.)</li><li>• Processing of cheque books, ATMs and other ADC facilities</li><li>• Processing of RTGS</li><li>• Processing of Remittance (Bankers Cheque, DD, PO etc.)</li><li>• Processing of Inward and Outward Clearing /Inter City Clearing</li><li>• Other relevant operational tasks</li><li>• Resolve issues and problems with customers' accounts</li><li>• Generate new customer leads through various channels.</li><li>• Proactively identify sales prospects and conduct business development activities.</li><li>• Follow up on new leads and referrals to generate business.</li><li>• Achieving the monthly sales targets, Cross sell assets and fee products.</li></ul>	Sep 2022 — Continue
	<b>Soneri Bank Limited</b> <u>Jubilee Life Insurance as a BSO</u> <ul style="list-style-type: none"><li>• Provides service to clients' changing insurance needs by selling life, health, and disability insurance.</li><li>• Establishes productive working relationships with clients.</li><li>• Obtains underwriting approval by completing application for coverage.</li><li>• Completes coverage by delivering policy, planning future follow-up visits, and evaluations of needs.</li><li>• Provides continuing service by providing direct deposit forms, processing changes in beneficiary, and analyzing policy loan applications.</li><li>• Provides death benefits by delivering policy proceeds and reassessing client needs.</li></ul>	2021 — 2022
	<b>Askari Bank Limited</b> <u>INTERNSHIP in Remittance &amp; Clearing Department</u> <ul style="list-style-type: none"><li>• Received outward cheques from all indirect clearing branches by checking and verify with the report in the system</li><li>• Support concerning staffs all branches for ensuring well service in cheque clearing operation</li><li>• Inform concerning branch staffs about their customer's outward cheque return to process the cheque return transaction</li><li>• Involve Cheque clearing transactions (Outward and Inward)</li><li>• All tasks are assigned by Clearing House Supervisor and Senior Clearing Officer.</li></ul>	2019 — 3 Weeks
	<b>Askari Bank Limited</b> <u>INTERNSHIP in customer service department</u> <ul style="list-style-type: none"><li>• Listen to customers' concerns, issues and questions</li><li>• Resolve customers' concerns and answer customers' questions to your best ability.</li><li>• Maintain a positive attitude and calmly respond to customers' complaints.</li><li>• Open new customer accounts.</li></ul>	2019 — 3 Weeks

TECHNICAL  
SKILLS &  
ABILITIES

- Highly Flexible, cooperative team player who maintain a professional attitude at all times.
- Brings strong mathematical and hard science foundation.
- Proficient in MS Offices.
- Being a quick learner.
- Effective interpersonal, communication and presentation skills.

INTERESTS

- Reading
- Gardening
- Traveling
- Research

REFERENCES

References available upon request.