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Top Skills

Teamwork
Quality Assurance
Customer Service

Languages

Urdu (Native or Bilingual)
Punjabi (Native or Bilingual)
English (Full Professional)

Certifications

Internal Auditing and Controls

Honors-Awards

Merit Laptop
Fee Scholarship

Publications

Financial Distress and its
Determinants on the Non- Financial
Sector of KSE-100 Index Evidence
from Chemical & Pharmaceutical
Sector of Pakistan

Trade Services
Lahore District, Punjab, Pakistan

Summary

A creative support professional with a record of increased responsibility. Proficient in prioritizing and completing tasks in a timely manner, yet flexible to multi task when necessary. Customer focused with diverse industry experience including publishing, non-profit and retail. Enjoys learning new programs and processes. A team player who is attentive to detail and able to work in a fast paced environment. Excellent oral and written communication skills.

Experience

Askari Bank

Senior Export Specialist (AMG)

June 2022 - Present (2 years)

Lahore, Punjab, Pakistan

Preparation of Export Refinance Cases.

Handling of Services Payments.

Handling of Export Advance Payments.

Handling of BCA Settlements.

Handling of Unutilized Export Advance Payments.

Handling of Export Refinance Cases.

Handling export related transactions.

Handling of EE Statement preparation & submissions.

Monthly ITRS Reports Reconciliation

Customers' Requests Handling.

Reconciliation of Bank's and Customers' Accounts.

Recovery of Mark Up dues and other customer liabilities.

JS Bank

Sr. Trade Officer (OG-I)

October 2021 - May 2022 (8 months)

Lahore, Punjab, Pakistan

Preparation of Export Refinance Cases.

Handling of Export Refinance Cases.

Handling of Import Financing.

Handling of EE Statement preparation & submissions.

Customers' Requests Handling.

Reconciliation of Bank's and Customers' Accounts.

Recovery of Mark Up dues and other customer liabilities.

Allied Bank Limited

Senior Officer Trade Finance (OG-II)

October 2017 - October 2021 (4 years 1 month)

Lahore, Pakistan

Handling of Customer's Trade Finance transaction requests, which include:

- LC Advising

- Export Bills Lodgment

- Export Loans

- Export Refinance Loans

- Export Proceeds Realization

Managing timely monitoring of the Regulators (SBP-Central Bank of Pakistan) queries from customers for day to day trade related Transactional Approvals.

Monthly compilation and submission of Customers Trade related Statements to The Regulator (SBP-Central Bank of Pakistan).

Follow up with customers for Trade Accounts Receivables on a Fortnightly basis.

Reconciliation of Trade Loans, disbursements and Adjustments.

Managing all development related assignments, which includes systematic developments, internal control related developments and etc.

Performing all UATs, Preparing BRDs and handling new projects.

Part of development team and helpdesk of ABL FX Facilitation Portal.

Attending different customer related queries related to Audit and subsequent Compliance for both internal and external.

Handling all types of customer queries and ensuring prompt response accordingly.

Part of development team which handle departmental developments related to policies, system or processes.

Kohat Cement Company Limited

Intern/MT/AM - Internal Audit

December 2015 - September 2017 (1 year 10 months)

Lahore

Maintained a quality audit program for the Customer Services and Customer grievance process.

Conducted focused audits of Customer Service and Customer grievances processes.

Developed and maintained quality monitoring tools and resources. Created and maintained databases, programs, or other tools necessary to support consistent data analysis.

Recommended plans for targeted training based on quality audit findings.

Summarized audit results, identified trends, and provided timely and accurate audit findings to the

Management team to support staff one-on-ones and performance evaluations.

Provided recommendations for changes and improvements of departmental policies and procedures

to the Management team, based on audit findings.

Utilized appropriate evaluation procedures to measure training effectiveness.

Assisted with departmental projects as necessary and directed by the CSMT.

Performed other duties as assigned.

Assisted with development and management of departmental budget.

Assisted in the development, implementation and interpretation of policies and procedures for Customer Services.

Allied Bank Limited

Internee

July 2013 - September 2013 (3 months)

Lahore

Helped in Managing New to Bank accounts and provided proper guidance regarding to procedures and requirements to new/prospective customers. Also responsibly helped in cross selling of various products offered by the Bank. Helped in Interacting with customers at the branch entrance / inquired their purpose of visit and guided them to the relevant desk accordingly for efficient service provision.

Helped Resolving/replying the queries of the customers, maintained the customer complaints log book, continuous follow-ups and re-directing the customer to the concerned department for resolution of their queries to ensure the customer leaves the branch satisfied.

Education

Master's Degree, MBA - Finance · (2013 - 2017)

University of the Punjab

Bachelor of Business Administration & Information Technology (BBA-IT), Finance · (2011 - 2015)

Modern Group of Colleges, Lahore

High School, F.Sc (Pre-Engineering) · (2009 - 2011)

Government High School for Boys, AIT, Lahore

Matriculation, Sciences · (2007 - 2009)