

**Mian Jehangir Shah**

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**Career Objective**

To be a member of a dynamic & growth-oriented organization, where I can contribute significantly, enhance my capabilities, and work with honesty, simplicity, teamwork, and commitment.

**Career Path**

Company	Position	Year
Abu Dhabi Islamic Bank	GTB Implementation Officer	May 2019 to Mar 2020
Silver Coast	Office Administrator / Documents Controller	Jul 2017 to Apr 2019
Key Technology Equipment-Abu Dhabi	Account Clerk	Jun 2015 to Jun 2017

**Academic Qualification**

MBA – Finance Master in Business Administration Hazara University Mansehra, Pakistan	B.Sc - Computer Science Bachelor of Science University of Peshawar, Pakistan
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**Personal Details**

Date of Birth:	02 Feb 1990	Nationality	Pakistan
Languages:	English, Urdu & Pushto	Passport No:	PQ5140072

**Employment History:**

<b>Abu Dhabi Islamic Bank</b>	Period: May 2019 To March 2020
Deputed via Ultimate HR Solutions - UAE	Location: Al- Bateen Head Quarter Abu Dhabi
Position: GTB Implementation Officer	Reporting to: Head of Implementation

**Duties & Responsibilities:**

- Management of Cash Management On-Boarding customers with regards to the Following Activities:
  - Migration of ADIB online Customers from old platform to the new platform
    - Handling client migration to ADIB Direct
    - Ensured minimum TAT for resolving customer complaints and maintained high customer satisfaction levels.
    - Handling corporate customer queries & service issues
    - Resolution of customer queries and requests with least TAT
  - New Customer Implementation Processing:
    - Customer application form completion
    - Customer form processing
    - Customer first time login and transaction support
  - Customer Complaints Resolution
    - Transaction tracking and resolution
    - Customer FX transaction and processing
  - New Product Development and Implementation Including On-Boarding
  - CBX Cash Management
  - Periodic customer surveys
  - Support to convert customers from view only to payment option
- Periodic interaction with corporate headquarters to solve various account reconciliation.
- Monthly Corporate Client meets with top transacting customer.

**Achievements :**

- Jul 2019 - Certificate of appreciation from Global Head of Service Quality & Customer experience
- Oct 2019 - Certificate of appreciation from Global Head of Service Quality & Customer experience

<b>Silver Coast</b>	Period: July 2017 to April 2019
Position: Office Administrator / Documents Controller	Location: Mussfah-36-Abu Dhabi
Duties & Responsibilities:	
<ul style="list-style-type: none"> <li>Collect, scan and upload documents following set procedures.</li> <li>Ensure all technical documents, such as reports, drawings and blueprints, are collected and registered in system</li> <li>Notify personnel of updated document versions and how to access them</li> <li>Print and distribute documents as necessary</li> <li>Work with documents and records across various departments, including human resources, marketing and construction.</li> <li>Dealing with Procurement Department by processing Material Request, LPO and then corresponding approach for Materials Delivery.</li> <li>Full command on ERP System.</li> <li>Contribute to the Company's Corporate Social Responsibility activities.</li> <li>Establish and maintain the Master Document Register in cooperation with the Project team.</li> <li>Other relevant duties/tasks as directed by Advisor to the Chairman, Workshop Manager, Deputy Operation Manager, Contract Managers/Site Managers and Quantity Survey</li> </ul>	

<b>Key Technology Equipment</b>	Period: June 2015 to June 2017
Position: Account Clerk	Location: Mussfah-36-Abu Dhabi
Duties & Responsibilities:	
<ul style="list-style-type: none"> <li>Maintaining all accounting aspects related to Banks, Customers and Suppliers.</li> <li>Bank Accounts and Monthly Bank Reconciliation Statement.</li> <li>Prepares Accounts reports for monthly submission.</li> <li>Making Projects reports and Projects statement of accounts for Technical dept.</li> <li>Handling Inventory System, checking &amp; Entrance Statements.</li> <li>Checking day book, Ledger posting, Debtors, Creditors &amp; Petty Cash handling</li> <li>Preparing monthly Staff/Labor's over time.</li> <li>Preparing Annual Leave Salaries for staff.</li> <li>Handling Staff loans and Advances.</li> <li>Prepare &amp; maintain fixed asset schedule.</li> <li>Checking Invoice, Delivery note for in our Customer.</li> <li>Coordinates with the clients regarding the receivables.</li> <li>Posting of JV for all the related accounts</li> </ul>	

#### Skills / Trainings / Achievements

Software Skills :	<ul style="list-style-type: none"> <li>Quick Book Pro</li> <li>Peach Tree</li> <li>Mat-lab</li> </ul>	<ul style="list-style-type: none"> <li>Programming C++</li> <li>InPage</li> <li>Microsoft office</li> </ul>	<ul style="list-style-type: none"> <li>Microsoft Visio</li> <li>AutoCAD-2007</li> </ul>
In House Trainings & Achievements :	<ul style="list-style-type: none"> <li>Worked at M.C.B (Muslim Commercial Bank) Limited Pakistan.</li> <li>Worked at National Bank of Pakistan, Abbottabad.</li> <li>Work at Singer Pakistan Limited as Assistant Manager.</li> <li>Sub-editor for Newsletter (Hazara University Mansehra)</li> <li>Worked at RISE (Art, Media &amp; Culture Society at 9 University Mansehra) as Gen. Secretary</li> <li>Arranged four Inter-Departmental Debate Contests at Hazara University Mansehra.</li> <li>Arranged a seminar on "Capital Structure &amp; Profitability" in Hazara University Mansehra, With Collaboration of KIMS Pakistan.</li> </ul>		

#### References:

References can be provided upon request.