



# SHAHZEB AHMED

## CONTACT

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## EDUCATION

### Master of Business Administration in Finance

City University Of Science and Technology,  
Peshawar

Nov 2022 - Sep 2024  
CGPA 3.53/ 4.00

### Bachelor of Business Administration In Finance

Kohat University Of Science and  
Technology, Kohat

Aug 2016 - Nov 2020  
CGPA 3.52/ 4.00

## SKILL

- Relationship Management
- Customer Service Excellence
- Branch Operations
- Leadership
- Cross-Functional Coordination
- Conflict Resolution
- Microsoft Office (Excel, Word, Outlook)
- Time Management

## LANGUAGE

- English (Fluent)
- Urdu (Fluent)

## PROFILE

Zeal to work in a real professional atmosphere, contributing to its vertical growth using my extensive academic skills, coupled with hard work and sincerity, to become a unique professional in the field. I aim to continuously improve upon my current skills and, as a team player, add value to the organization and society I associate myself with.

## WORK EXPERIENCE

### Relationship Manager - RM

United Bank Limited- UBL Kohat, Pakistan Oct 2024 - 10th Sep 2025

- Manage connections with individual and business clients to provide tailored financial solutions.
- Monitor customer portfolios to identify growth opportunities and mitigate risks.
- Collaborate with internal teams to improve customer onboarding and satisfaction.

### Customer Service / Operation Officer

United bank Limited- UBL Kohat, Pakistan Apr 2022 - Oct 2024

- Executed core banking operations including account openings, KYC/CDD compliance and transaction processing.
- Supported branch operations by handling customer service requests, account maintenance, processed cross-cheque and Salaries postings and clearing, maintaining accuracy and compliance documentation.
- Efficiently addressed customer queries and complaint to raise customer service satisfaction score.

### Branch Service Officer – (Teller)

United bank Limited- UBL Kohat, Pakistan Dec 2020 - Apr 2022

- Supported branch operations by handling Cash management, counter services, Financial services and ATM management.
- As first point of interaction played an important role in enhancing customer experience by supporting branch-level service implementation.

## CERTIFICATIONS

### UBL- Branch Management Development Program (BMDP)

Institute of Bankers Pakistan