



Gulam Jilani

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APPLIED FOR BANK TELLER

Professional Summary

A well-experienced, and professionally sound Bank Teller with a strong background in banking business. Familiar with the banking procedures, understanding and resolving customer problems with appropriate solutions. Capable of giving suggestions to meet client needs by complying with bank procedures with honesty and integrity. Reliable, trustworthy, have leadership skills, accurate and a powerful communicator. Very efficient and Good in time management, able to work under pressure on own initiative as a part of the team.

Professional Experience

IME exchange

February 2024– jun2025

- Processing customer transactions, including deposits, withdrawals, and loan payments
- Balancing cash drawer at the beginning and end of each shift
- Identifying and resolving customer issues and inquiries
- Promoting and crossselling bank products and services to customers
- Handling customer requests for account information and inquiries about bank policies and procedures
- Assisting customers with account maintenance, such as updating personal information or ordering checks
- Counting and verifying cash and coin denominations during cash transactions
- Maintaining organized and clean work environment
- Adhering to bank security and confidentiality policies and procedures
- Collaborating with other bank departments and referring customers to appropriate bank staff as needed
- Staying up to date on banking regulations and industry changes

Education & Qualifications

- **High School**

Little Star College, Lahan, Nepal

- **School Leaving Certificate (SLC)**

Nepal Government Board

Professional Training & Certifications

- **Diploma in Computer Application**
Madhubani, India

Additional Details

- Date of Birth: 19 November 1997
- Marital Status: Married
- Nationality: Nepali
- Languages:
 - * Hindi & Nepali
 - * English
 - * Arabic