

Ammar Tarar

Professional Banking Associate



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AA7927013 Visit Visa

Why *Ammar*?

- Delivers impactful contributions across customer service, back-end operations, risk management, loan administration, retail operations, and financial services moreover played pivotal role in ensuring seamless administrative processes and enhancing client satisfaction
- Demonstrates exceptional strategic acumen as key driver of 40% profitability growth through strategic communication and innovative marketing initiatives furthermore, managed production, operations, and administration with focus on continuous improvement and operational excellence
- Leverages expertise in sales operations, strategic planning, business development, and project management to contribute significantly to company success as well as recognized for proactive problem-solving and unwavering commitment to excellence

CORE STRENGTHS & ENABLING SKILLS

- Customer Support Excellence
- Technology & Adaptability
- Risk and Loan Management
- Banking Products & Services
- Compliance & Problem Solving
- Teamwork & Collaboration
- Financial Data Analysis
- Leadership & Ethical Conduct
- Strategic Communication
- Innovative Marketing
- Microsoft Office Suit
- Attention to Detail

PROFESSIONAL EXPERIENCE

The Bank of Punjab, Gujranwala, Pakistan

Worked as “**Customer Support Specialist**”, September 2022 – December 2023

Responsibilities/Accomplishments:

- Led superior customer support initiatives spanning diverse financial services such as risk management, loan administration, and retail operations as well as consistently exceeded client expectations, cultivating strong relationships and fostering high satisfaction levels
- Orchestrated efficient back-end operations, guaranteeing seamless administrative processes, strategic decision-making, exceptional service delivery, and ongoing improvement initiatives in addition, achieved heightened operational efficiency and elevated customer satisfaction
- Integrity and ethical decision-making and Adherence to professional standards. Ability to adapt to changes in the financial industry and Willingness to learn and stay updated on industry trends with a keen focus on Knowledge of financial modeling tools, Competence in using financial databases with ultimate Familiarity with banking software and platforms
- With Adherence to high ethical standards and commitment to maintaining confidentiality and data security for ultimate trustworthiness in handling financial information with an injective Ability to lead and guide teams toward common goals and to Embrace the innovative solutions to enhance efficiency, accuracy and productivity.

Hamid Silk Emporium, Gujranwala, Pakistan

Worked as “**Business Development Executive and Operations Strategist**”, March 2014 - August 2022

Responsibilities/Accomplishments:

- Achieved remarkable 40% boost in profitability through combination of innovative marketing strategies, strategic financial planning, and customer-centric approach, significantly enhancing market presence and brand image
- Oversaw production, operations, and administration, driving continuous process improvements, timely project completion, optimal resource utilization, and culture of operational excellence, resulting in 25% reduction in production costs and 15% increase in output within two years



Professional Seminars/Trainings/Workshops

- Attended “Professional Development Program” Gift University(2014)
 - Attended seminar on “Time Management” by Dr. FritzInc organized by GBC(2013)
 - Attended workshop on “Office Management” by Akhtar Abbas Organized by High Potential Ideas & Capacity Crew (2012)
 - Attended seminar on “The Leader in You” by Nasrullah Ollakh organized by Shining Star Society (2012)
 - Attended training on “Team Management” by SAFE (2010)
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PROFESSIONAL QUALIFICATION

- **Virtual University, Gujranwala Campus, Pakistan** (2014 – 2015)
Specialization in Human Resources Management (HRM)
- **GIFT University, Gujranwala, Pakistan** (2012 – 2014)
M.B.A (Marketing)
- **Virtual University, Gujranwala Campus, Pakistan** (2008 – 2012)
B.B.A (Marketing)

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