

# MUHAMMAD DANIYAL MUNIR

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TIP Colony Haripur, House no E-169, Pakistan



With credential as **Bachelors of Science in Business Administration (BBA)** with achievement-oriented Indigenous knowledge; currently in search of an enriching role that will draw upon expertise in enhancing the performance of team & process, and will provide opportunities for further professional development and growth.

## BRIEF OVERVIEW

- An **enterprising, determined, and diligent Central Processing Unit (CPU) Officer** with excellent skills in processing newly opened accounts, activating dormant accounts and updation SS cards in the system within agreed turnaround time. Proven ability in managing multifaceted work that elevates growth through organizational achievement.
- Distinguished career reflects continual advancement, a depth of practical & diversified leadership experience, consistent achievements in driving cost-effective strategies, & initiatives that produce dynamic business results.
- Endowed with a passion for winning as evinced through demonstrated success in academic areas.
- Ability to identify, analyze, and improve existing processes to maximize opportunities for efficiency and effectiveness, minimize costs, and meet new objectives. Adept in grasping new concepts quickly & productively utilizing the same.
- Handling top-notch professional services, providing personal interaction, and resolving varied customer inquiries.
- Highly motivated, disciplined and resourceful. Interact productively with people from diverse backgrounds.

**Core skills:** Strategic Planning & Execution | Customer Service | Time Management | Team coordination | Decision-Making | Analytical Thinking | Communication Skills | Quality Management | Reconciliation of SBP Clearing | Customers Complaint Management | Quick Learner & Hardworking

## WORK EXPERIENCE

**Central Processing Unit (CPU) Officer** | FINCA Microfinance Bank, Head Office Lahore | **Mar 2018 - Jan 2020**

- Accomplished adherence to FINCA's SOPs as per laid policies and procedures; processed newly opened accounts, activated dormant accounts and updation SS cards in the system within agreed turnaround time.
- Played a crucial role in handling all dispatching related activities like Dispatching Dunning Letters, Margin Call Letters, Statement of Accounts (Yearly & half-yearly basis), Letter to Close Accounts, Auction Letters.
- Assisted in building the internal capacity for impact, performance, and evaluation planning and reporting
- Reconciled SBP Clearing and also coordinate with NIFT & branches to settle clearing transactions.
- Analytical skills ensuring accurate data is reported on multiple deadlines.

**Customer Relation Officer** | Telenor Franchise, Haripur | **Jul 2017 - Jan 2018**

- Holds proven skills in managing customer arrivals to maximize relationship-building opportunities.
- Acknowledged customers promptly and courteously, treating them.
- Assessed what information, products or services the customer requires to meet their needs, providing clear, accurate and relevant information.

## EDUCATION

- Bachelors of Science in Business Administration(BBA)** | COMSATS Institute of Information Technology, Abbottabad | **Mar 2013 - Jan 2017**
- "F.Sc" (Pre-Engineering)** | Telecom Boys Public School & College, Haripur | **Sep 2010 - Dec 2012**
- Matric (Science)** | Telecom Boys Public School & College, Haripur | **Apr 2008 - June 2010**

### Certifications

- Certified General Bankers Certification** | Institute of Bankers, Pakistan | **2017**
- Hospitality and Tourism Industry Essentials** | School of Professional Studies, New York University | **2020**
- E- Rozgar (Non-Technical)** | COMSATS University, Wah Campus | **2020**
- E-Commerce Management** | DigiSkills Training Program | **2021**

## PERSONAL DOSSIER

**Date of Birth:** 10th February 1994 | **Nationality:** Pakistani  
**Father Name:** Muhammad Munir Anwar | **Domicile:** Punjab