

HASSAN IBRAHIM

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OBJECTIVE

To seek and maintain a full-time position that offers professional challenges utilizing interpersonal skills, excellent time management, and problem-solving skills.

PROFESSIONAL EXPERIENCE

- **07/2017 – Present** **Manager Accounts and Supply Chain**
Noor Saba Banquet & Events, Karachi, Pakistan.

Responsibilities & Achievements:
 - Monitoring and analyzing accounting data and producing financial reports
 - Establishing proper accounting methods, policies, and principles
 - Increased customer satisfaction by resolving issues
 - Planning and implementing overall supply chain strategy
 - Collaborating with vendors and suppliers
 - Identifying process bottlenecks and implementing solutions in a timely manner
 - Demonstrated respect, friendliness, and willingness to help wherever needed
- **10/2015 – 03/2017** **Customer Service Executive**
Bankislami Pakistan Limited, Karachi, Pakistan.

Responsibilities & Achievements:
 - Assisting operations manager in daily branch operational activities and correspondence
 - Supervising branch counter staff
 - Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns

- Described product and service details to customers to provide information on benefits and advantages
- Provided company information and policies to customers upon inquiry and answered questions via phone and email

- **06/2013 – 10/2015**

Teller Services Officer
MCB Bank Limited, Karachi, Pakistan.

Responsibilities & Achievements:

- Operated cash register for cash, cheque, and credit card transactions with excellent accuracy levels
- Maintained secure cash drawers, promptly resolving discrepancies in daily totals
- Tallied cash drawers at beginning and end
- Provided friendly service and assistance to clients
- Welcomed customers and helped determine their needs

- **07/2012 – 06/2013**

Officer Account Services & ADC Support
JS Bank Limited, Karachi, Pakistan.

Responsibilities & Achievements:

- End-to-end processing of account opening forms
- Processing customer cheque book requests
- Providing centralized ADC support

- **03/2011 – 08/2012**

Data Processor – Centralized Operations
MCB Bank Limited, Karachi, Pakistan.

Responsibilities & Achievements:

- Performing centralized inward clearing of all branches
- End-to-end account opening of all branches

- **01/2008 – 12/2010**

Senior Audit Trainee
Hyder Bhimji & Co., Chartered Accountants, Karachi, Pakistan.

Responsibilities & Achievements:

- Conducting external financial audits and stock counts
- Monitoring timely preparation of all deliverables

EDUCATION

- **2010 – 2013** **MBA – Supply Chain Management**
Pakistan Institute of Management, Karachi, Pakistan
- **2005 – 2007** **Bachelors of Commerce**
University of Karachi, Karachi, Pakistan
- **2005 – 2007** **Foundation Passed – Chartered Accountancy**
Institute of Chartered Accountants – Pakistan, Karachi, Pakistan
- **2001 – 2003** **Intermediate (Pre-Engineering)**
Bahria College, Karachi, Pakistan.
- **1999 – 2001** **Matriculation (Science)**
Bahria College, Karachi, Pakistan

DIPLOMA/CERTIFICATIONS

- Diploma in Supply Chain Management from **Pakistan Institute of Management, Karachi – Pakistan.**
- Certification in Web Development from **Aptech Computer Education, Karachi - Pakistan.**
- Certification in Networking Essentials from **Aptech Computer Education, Karachi - Pakistan.**

ACHIEVEMENTS

- Catalysts Excellence Award 2012 from **JS BANK LIMITED, Karachi, Pakistan.**

PERSONAL PROFILE

Date of Birth:	16 th July 1985
Marital Status:	Married
Languages:	English – read, write, and speak Urdu – read, write, and speak
Interests:	Playing Cricket & Soccer Listening to music as past time Reading online blogs
Skills:	Microsoft Office Team Management Content Writing