

Ozair Alam

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[Karachi, Pakistan](#)

Objective

I am a dynamic and skilled professional who is eager to join an esteemed organization that values excellence and innovation. I have a proven track record of delivering high-quality results in various domains and industries. I am always ready to take on new challenges and learn new skills to enhance my expertise and contribute to the growth of the organization. I am confident that I can be an accomplished employee and a valuable asset to your team.

Education

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| MASTERS IN BUSINESS ADMINISTRATION - MBA Finance | 2014 |
| Iqra University | |
| BACHELOR OF COMMERCE – BCOM | 2008 |
| University of Karachi | |
| INTERMEDIATE – Science | 2004 |
| Board of Intermediate Education | |
| MATRICULATION – Science | 2002 |
| Board of Secondary Education | |

Skills & Abilities

- **Team management:** Demonstrated ability to lead, motivate, and collaborate with diverse teams of professionals in various projects and tasks.
- **Time management:** Proven skill in prioritizing, organizing, and completing multiple assignments within deadlines and with high quality standards.
- **Intellectual skills:** Possessed strong analytical, critical, and creative thinking skills that enabled me to solve complex problems and generate innovative solutions.
- **Invention and innovation:** Showcased originality and inventiveness in creating new products, services, or processes that added value to the organization or the society.
- **Planning and development:** Exhibited proficiency in designing, implementing, and evaluating strategic plans and development initiatives that aligned with the organizational goals and vision.
- **Budgeting and forecasting:** Displayed competence in preparing, managing, and monitoring budgets and forecasts that ensured optimal allocation and utilization of resources.
- **Digital marketing:** Applied expertise in using various digital platforms and tools to create, promote, and measure effective marketing campaigns that reached and engaged the target audience.
- **Project management:** Utilized knowledge and skills in initiating, planning, executing, controlling, and closing projects that met the expectations and requirements of the stakeholders.

Experience

SENIOR ADMINISTRATIVE ASSISTANT - Citibank | Karachi

AUG 2017 – JAN 2023

- Managed RTGS operations and OFAC compliance. Processed and reconciled corporate transactions through RTGS by different partner banks. Maintained EOD records and customer queries. Implemented bulk transactions engine. Handled 1-Bill transactions and payroll cheques. Prepared and kept commission invoices. Processed payment transactions manually or automatically for selected clients.
- Performed RTGS handling and OFAC check. Executed and balanced corporate transactions through RTGS by different partner banks. Kept EOD records and customer queries. Launched bulk transactions engine. Worked on 1-Bill transactions and payroll cheques. Generated and maintained commission invoices. Processed payment transactions manually or automatically for selected clients.
- Handled RTGS operations and OFAC verification. Carried out and reconciled corporate transactions through RTGS by different partner banks. Recorded EOD data and customer queries. Initiated bulk transactions engine. Dealt with 1-Bill transactions and payroll cheques. Created and kept commission invoices. Processed payment transactions manually or automatically for selected clients.

CASH MANAGEMENT ASSISTANT - Citibank | Karachi

APR 2015 – JUL 2017

- Processed and lodged local clearing cheques. Dispatched and monitored outstation checks citywide. Reconciled internal and correspondence banks account and resolved day-to-day issues. Captured transactions into Flex Cube system.
- Handled local clearing cheques processing and lodging. Sent and tracked outstation checks citywide. Balanced internal and correspondence banks account and addressed day-to-day issues. Recorded transactions into Flex Cube system.
- Managed local clearing cheques processing and lodging. Delivered and supervised outstation checks citywide. Harmonized internal and correspondence banks account and tackled day-to-day issues. Entered transactions into Flex Cube system.

TELE SALES AGENT – PTCL | Karachi

JUL 2011 – AUG 2013

- Provided technical support on 1218 helpline of PTCL. Configured devices, trained agents, created SOPS, maintained quality, achieved highest calls, reported issues, used CRM software.
- Assisted customers with technical issues on 1218 helpline of PTCL. Set up devices, coached agents, developed SOPS, adhered to quality, accomplished highest calls, reported issues, utilized CRM software.
- Supported customers with technical problems on 1218 helpline of PTCL. Installed devices, mentored agents, established SOPS, complied with quality, attained highest calls, reported issues, operated CRM software.

Personal Details

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| Father Name | : | Khursheed Alam |
| Date of Birth | : | 02-02-1986. |
| Marital Status | : | Married. |
| NIC | : | 42101-7748072-5 |
| Religion | : | Islam |
| Nationality | : | Pakistani |
| State | : | Sindh |