

REEMA FIDA

Branch Manager Operation

DETAILS

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Rawalpindi, Pakistan, marigala
hayal po hayal pandora tehsil
kallar syedan district
rawalpindi, 47472

SKILLS

- MS Word. MS Excel, MS Office
- IRCR for Compliance
- Vendor management
- Operations Management
- Oracle Cloud
- Risk assessment
- Client Relationship Building
- Financial Reporting
- Branch Operations
- Operational Leadership
- Budget Management

LANGUAGES

English Proficient •
Urdu Advanced

SUMMARY

As an Experienced Professional with nine years of comprehensive experience in both Cashier roles and Branch Operations management, I bring a wealth of expertise in financial transactions, Customer service, and team leadership, with a proven track record of ensuring efficient operations, optimizing customer satisfaction and driving profitability. I am adept at overseeing day-to-day banking activities while implementing strategic initiatives to enhance service quality and streamline processes. My commitment to delivering exceptional services and fostering strong client relationships positions me as a valuable asset in driving success within the banking industry.

EXPERIENCE

Apr 2019 — Apr 2025

Branch Operation Manager

Habib Bank Limited, Kallar Syedan, Rawalpindi, Punjab

Assisted in the development and implementation of organizational strategies, policies, and procedures. Managed inventory, ordered new equipment, and scheduled repairs for damaged equipment. Planned, assigned, and directed work, appraising performance, rewarding and disciplining employees, addressing complaints, and resolving problems. Expertise in overseeing financial accounts, conducting reconciliations, and generating reports to support informed decision-making. Proven track record of providing exemplary customer service, addressing inquiries, and resolving issues promptly to enhance customer satisfaction. Thorough understanding of regulatory requirements and adept at implementing compliance measures to mitigate risks and ensure adherence to industry standards. Proficient in managing expenses, budgeting, and tracking financial transactions to optimize resource allocation and control costs effectively.

Sep 2018 — Apr 2019

Manager Teller and Services

Habib Bank Limited, kallar syedan

Managed daily teller operations and customer service activities, ensuring efficient branch operations and compliance with banking policies and regulatory requirements. Supervised cash handling, teller balancing, vault management, and transaction processing while maintaining high standards of accuracy and internal controls. Monitored operational risks, resolved customer queries and transaction issues, and ensured timely completion of branch reconciliations and reports. Supported branch management in achieving operational targets, maintaining service quality, and implementing process improvements. Skilled in managing ATM operations, including cash replenishment, maintenance, and troubleshooting to ensure seamless service delivery. Trained and guided teller staff, monitored performance, and ensured adherence to security procedures, contributing to enhanced customer satisfaction and operational efficiency.

Feb 2016 — Sep 2018

Cash Officer

Habib Bank Limited, Kallar Syedan District Rawalpindi

Managed daily cash operations, including processing deposits, withdrawals, remittances, and cash transfers while ensuring accuracy and compliance with banking regulations. Maintained vault cash, balanced teller transactions, and performed daily cash reconciliation to ensure financial accuracy. Verified customer documentation, handled high-value cash transactions, and resolved discrepancies promptly. Prepared daily cash reports and supported branch operations by maintaining accurate financial records and adhering to internal control procedures.

EDUCATION

Oct 2019 — Apr 2022

Master in Human Resource Management , Human Resources Management

Virtual University of Pakistan, Rawalpindi, Pakistan

Completed a comprehensive postgraduate program covering strategic human resource management, organizational behavior, performance management, recruitment and selection, training and development, compensation and benefits, employment law, and leadership. Developed strong analytical, communication, problem-solving, and decision-making skills with a focus on effective people management and organizational performance.

Aug 2009 — Aug 2011

Bachelor in Commerce, Commerce

University of Punjab, Rawalpindi, Pakistan

Completed a comprehensive undergraduate program with a strong foundation in accounting, finance, business management, economics, taxation, auditing, and commercial law. Developed analytical, financial reporting, problem-solving, and business communication skills, providing a solid understanding of financial and business operations.

ACHIEVEMENTS

- Best Operations Manager Award (2019)
- Operational Excellence Recognition
- Turna round Time (TAT) Improvement Award
- Consecutive 3year Exceptional Performer Rating
- Digital Banking Implementation Contribution upto 30%

CERTIFICATIONS AND LICENSES

CAMS Certification, FRM cerfication, Customer Engagement Fundamentals, Quick Book, Trade Based Anti Money Laundering, Graphic Design, Word Press Development, Womens in Business and Law 2026. Customer Service Management, IELTS