

SHAHNWAZ

SUMMARY

A highly motivated and results-oriented professional with over 18 years of experience in management and operations. Proven ability to lead and motivate teams, achieve targets, and drive operational excellence in both microfinance and security environments. Demonstrated strong leadership, communication, and problem-solving skills with a focus on customer satisfaction and risk mitigation.

EDUCATION

Bachelor of Science (Mathematics)

- University of Baluchistan, Quetta, Pakistan | 2004

Intermediate (F.Sc.) Engineering

- General Muhammad Musa Govt. Inter College, Quetta, Pakistan | 2002

Matriculation (Science)

- Govt. Special High School, Quetta, Pakistan | 2000

SKILLS

- Leadership
- Team Management
- Operations Management
- Financial Management (if applicable in your role)
- Client Relationship Management
- Risk Management
- Strategy Development
- Project Management
- Customer Service
- Conflict Resolution
- Data Analysis
- Reporting
- Compliance
- Security Management

ACHIEVEMENTS

- Streamlined operational processes, resulting in increased efficiency and cost savings.
- Developed and implemented a new training program for team members, leading to improved performance.
- Successfully managed and resolved a critical security incident.

PROFESSIONAL EXPERIENCE

Unit Manager and Branch Manager from 2016 to January 2024 | AKHUWAT MICROFINANCE (Faisalabad)

- Successfully managed and oversaw the operations of a designated unit, ensuring efficient loan disbursement, collection, and client relationship management.
- Demonstrated strong leadership and team management skills by leading and motivating a team to achieve targets and maintain high levels of customer satisfaction.
- Actively participated in the development and implementation of new strategies to expand outreach and improve operational efficiency.

Security Supervisor from January 2004 to December 2006 | SHEHZADA SECURITY SERVICES (PVT.) Limited, Quetta, Pakistan

- Supervised and coordinated the activities of security personnel, ensuring the safety and security of personnel and assets.
- Implemented and enforced security protocols and procedures to minimize risks and prevent incidents.
- Maintained strong communication and reporting relationships with relevant stakeholders.