

Training Experience a brief outlook

1. State Bank of Pakistan (Banking Services Corporation):2007-ongoing

Topic: 1. Customer Services

Audience: Staff at all levels (front office, back office, supervisors etc.).

Conducted TNA, before the program through

- Mystery Shopping
- Staff questionnaires
- Informal interviews

A successful pilot training program was launched and a detailed plan has been prepared for the same for ongoing programs as well as follow- ups, to ensure that the training given is being implemented.

Topic 2. : Customer Services for Supervisors

Topic 3: Leadership and Effective Team Building

Audience: Staff at supervisory levels

Conducted TNA, before the program through

- Informal interviews

A pilot training program was launched for each, which was successful and a detailed plan has been prepared for the same for ongoing programs along with follow ups.

2. State Bank of Pakistan (Banking Services Corporation): 2008

- Problem Solving and Decision Making

3. Institute of Bankers Pakistan

Topics:

- AML/KYC in the Basel II Perspective
- Anger and Conflict Management: March 11, 2008
- Anti Money Laundering and Know Your Customer
- Beyond the Secretarial Role
- Building High Performance Teams
- Business Communication
- Business Communication Classes fro JAIBP 6-9 on a weekly basis
- Communication
- Compliance Management
- Compliance Management
- Conducted the annual convocation in February 2008 as MOC
- Conflict and Anger Management
- Core Compliance
- Customer Relationship Management
- Customer Services
- Dealing with Difficult Customers
- Identifying and Utilizing Talents and Strengths

- Leadership: Knowledge, Volition and Action
 - Making Meetings more Effective
 - Management
 - Managing Meetings
 - Operation Risk Management; An Introduction
 - Organizing Group Tasks Effectively
 - Personal and Professional Development
 - Personal Excellence
 - Personality Empowerment
 - Problem Solving and Decision Making
 - SBP's Prudential Regulations
 - Specially Designed Courses for Effective Branch Management Programs every quarter
 - Stress Management
 - The Executive Secretary
 - The Satisfied Customer; Improving Customer Service
 - Time & Stress Management
 - Time Management
 - Train the Trainer
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4. National Bank of Pakistan: 2007-2008

Topics: AML/KYC for branch managers and front end staff

5. Pakistan International Airlines Corporation 2009 - ongoing

- The Power of Delighting Customers
 - Train the Trainer Project
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6. HBL

- Compliance Management
 - An Introduction to Basel II
 - Regulatory Compliance
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7. Soneri Bank Limited 2007

- Business Communication
 - English Language
 - AML-KYC
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8. Citibank N.A. Karachi- 2005-2006

- Compliance
 - Customer Identification Program
 - Global Compliance Policy and Procedure
 - AML-KYC
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9. Muslim Commercial Bank, (MCB) Staff College, Karachi 2004-2009- ongoing

- Empathic Listening
- Business Communication
- MCB Ethics and Values
- Customer Services & Personal Grooming

10. EFU General Insurance 2009-ongoing

- Problem Solving and Decision making
- Business Etiquettes

11. A.F. Ferguson & Co. 2007-2008

- Stress Management
- The Professional Secretary
- Interpersonal Skills

12. Saudi Pak Bank 2008

- Anti Money Laundering and Know Your Customer

13. Askari Bank Limited 2008

- Business Etiquettes

14. Faysal Bank 2008

- Compliance Management

15. HSBC 2008

- Customer Services
- Personal Grooming and Interpersonal Skills

16. Emirates Global Islamic Bank 2008

- How will I Know My Customer

17. Crescent Commercial Bank 2006-2007

- Compliance
- Customer Services

**18. Schools, Institutions and Organizations in Karachi, Lahore, Islamabad and Malaysia
1994-2007**

- Teachers' Resource Centre (TRC), Karachi (2003- 2004)
- Teachers' Development Centre (TDC), Karachi (2003- 2004)
- Sun Education Services (SES), Karachi (2003- 2004)
- Preston University, Karachi (2003- 2004)
- Foundation Public School (1998-2002)
- St. Paul's English High School (2002-2003)
- The City School (1997)
- St. Patrick's High School (1996)
- St. Joseph's Convent (1997)
- Convent of Jesus and Mary (1996)
- The Aga Khan Foundation, Karachi (2003)
- The Baha'i Community of Pakistan and abroad (1994- 2007)