

Zayyad Tariq

Administration and Support Specialist

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Profile

A highly motivated and keen professional with a strong background in finance, customer support and administration, I excel at optimizing processes and ensuring efficient operations. My extensive experience in supervising branch services, handling clearing and remittance, and managing system administration has honed my skills in financial management, team leadership, and problem-solving. I am committed to leveraging my expertise to contribute effectively to an organization, drive operational excellence, and support strategic goals through streamlined financial and administrative practices.

Professional Experience

DREAMPORT

02/2025 - 08/2025

Customer Support Specialist 

Remote

- ☐ Handling Exchanges and Refunds of flight tickets.
- ☐ Help resolve other inquiries related to customer's bookings.
- ☐ Maintaining Quality of Service and excellence.

Askari Bank Ltd

03/2008 - 02/2022

Supervisor Branch Services 

Rawalpindi

Incharge Accounts

- ☐ Responsible for maintenance and update of financial records.
- ☐ Process Invoices and payments reports
- ☐ Oversee accounting operations, manage Branch GLs, financial reporting and process improvements.
- ☐ Monthly processing of Payroll

System Administrator

- ☐ Maintenance and upgrading of Hardware and Software.
- ☐ Responsible for efficient, secure and smooth operations.
- ☐ Maintenance and Troubleshooting

Remittance

- ☐ Handling of Monthly Salaries of Military Officers/CMA/Govt and Civil Employees.

- ☐ Query Handling & Rectifications.

- ☐ Handling & Balancing of (ATMs)

- ☐ Resolution of ATM Disputed Transactions in co-ordination with Head Office and other Banks within TAT.

- ☐ Inward/outward and Intercity clearing and OBC Collection & Lodgment of instruments.

Education

Masters of Science (IT)

09/2002 - 07/2004

Preston University

Islamabad

Certificates

Certified Software Quality
Professional (CSQP)

CCNA

Flexcube Core Banking
Software

Junior Associate Institute
of Bankers Pakistan (JAIBP)
Stage 1

References

Will be furnished on request.