**Gulfjobseeker.com CV No:** **9612**

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<http://www.gulfjobseeker.com/feedback/submit_fb.php>.

Highly talented **Sales &** **Marketing Management professional** with 5 years of progressive experience with leading companies **in U.A.E / India from Banking & Finance sector with** proven ability to increase market share, outperform competition, and increase profits.

* **Trusted adviser to clients - recognized for proactive Investment sales consultation.** Outstanding communication, interpersonal, analytical, and decision-making skills supporting a high level of professionalism, integrity and enthusiasm. Exceed performance goals and customer service requirements.

# Possess in depth knowledge of investment/bancassurance products. Solid understanding of sales techniques, strategies for building a strong client base, and systems which facilitate consistent follow-up and foster customer satisfaction. Seeking a challenging career position with a dynamic Bank / Company offering long-term opportunities for professional growth in recognition of dedication, drive, and superior performance.

Proven Core Competencies includes

|  |  |
| --- | --- |
| * Investment & Insurance Advisory * Customer Service Management * Relationship Management * Retail Banking Products * Sales Forecasting * Sales / Marketing / Business Development | * Sales Presentations * Corporate Identity/Reputation Management * Profit Building & Sales Growth * Persuasive communications and negotiations |

Career Progression

**National** **Bank of Ras Al Khaimah (RAKBANK)**

**Client Relationship Manager**

**March 2011 till date**

**DUBAI UAE**

Key Deliverables:

* Managing RAK-Wealth Customer Relationships and their Investments.
* Responsible for clients need analysis, portfolio management and product recommendation.
* Appropriate asset allocation of clients into Mutual Funds, Bancassurance, Insurance, Bonds and Structured products.
* Constant monitoring of clients investments and providing them timely advise and service.
* Acquisition of new RAK-Wealth relationships through networking and referrals.
* Building and deepen relationships with existing RAK-Wealth customers to achieve increase in share of wallet and revenue.
* Provide truly professional customer service to achieve a high level of customer satisfaction.
* Advising and promoting all products of the bank and referring potential cases to Respective business segment.

**Product Portfolio**

* + Bonds & Sukuks for (HNI).
  + Mutual Funds from different platforms (Zurich international life, Metlife Alico, Royal Skandia, sun life, Friends Provident, Oman Insurance and salama).
  + Financial planning for clients Future (SIP).
  + Life Insurance products from major Providers.

**Portfolio size: AED 130 Mio**

**Senior Customer Service Officer, Wealth Management/Private Banking, RAK Bank**

**February 2009-March2011**

**DUBAI UAE**

* Liaise with our offshore and onshore teams of private banking and wealth management on pricing, account opening and service deliverables.
* Maintain reports of Investment, Sales, Pipelines, Call, Inflow/Outflow, and Sales Campaigns.
* Supervise teams' performance and service deliverables.
* Maintain and update initiatives across Wealth Management unit - Private Banking, Al Momiaz, RAK Select, and RAK Prime.
* Follow-up on required deliverables across the PB teams as per SLA & TAT
* Organize training for staff based on training gaps identified.
* Provide training for team members on gray areas or new policies launched.
* Preparer power point presentations excel analysis to visualize progress of ongoing projects and team efforts.
* Data analysis on the team’s progress on monthly basis - investment tracking, performance review, deposits, credit, assets proposal.
* Gathering market and customer information and providing necessary feedback.
* Administrative support for the department – managing calendars, travel requisites, meeting arrangements, filing and documentation

**Merit Trac**

**Human Resource Generalist**

**March 2008 – Feb 2009**

**Bangalore, India**

* Assess and evaluate the English skills of job applicants
* Ensure corporate standard and quality of assessments are maintained
* Determine the right candidate for the job given a set of criteria
* Prepare HR training guides and manuals for corporate use

**Mphasis**

**Customer Support Officer**

**April 2007 – March 2008**

**Bangalore, India**

* Assigned sales targets to achieve for various corporate agency channels under a predetermined

territory

* Lead the channel partner’s sales team to meet corporate financial targets
* Implemented and ran the various corporate sales promotion schemes
* Address customer questions and concerns and refer to appropriate internal resources for

resolution

* Establish and control customer files

**Dell Intl**.

**Customer Support Associate**

**August 2006 – April 2007**

**Bangalore, India**

* Dealt primarily with assisting customers with sending the original computer units back to Dell
* Ensure that all facets of the job are compliant with Corporate Contact Strategy at any given time
* Make certain that high levels of quality are maintained at the workplace to ultimately to ensure that business metric goals are achieved.

**Education**

Bachelor in Business Management June 2003 – May 2006

Major: Marketing

Minor: Business Administration

Brindavan College, Bangalore University, Bangalore, India

Pre-University College

Baldwin Methodist College, Bangalore, India

**Technical Skills**

Software Applications: Microsoft Office 2000/20003/XP Suite and Lotus SmartSuite.

Computer Operating Systems: Windows 98/2000 Professional/ME/XP Home/XP Professional.

**Interests and Activities**

Literature on Corporate Finance

Playing cricket, soccer and basketball

Foreign films

**Volunteer Work**

Worked at a community shelter in Bangalore to help underprivileged kids.

**Achievements**

Awarded out outstanding performer of the year 2012 by Zurich International Life.

Awarded 1st Runner up –non transaction – Champions League –December 2012

Awarded Dash For Double : Marathon Contest –July 2012

Personal Details:

**Date of Birth**: 26/11/1981

**Marital Status**: Single

**Nationality**: Indian

**Languages**: Fluent in English, Urdu, Hindi, Tamil and Kannada.

**References**: Available on request