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**Career Profile**

* Over 8 years of total work experience in the fields of BPO’s and Banking.
* Ability to effectively present information in one-on-one and group situations to customers, clients and co employees of the organization.
* Strong oral and written communication skills, excellent people skills and a positive working attitude.
* Demonstrated ability to execute any task with commitment and meet mutually agreed targets, a dependable team member.
* Ability to work well with minimal direction and within a team environment.



**Work Experience**

**RAK Bank, Dubai November 2010 - August 2015**

**Retail Operations, Officer (Auto/ Personal/ SME Loans)**

**Role Specifics**

* Thoroughly checking and disbursing auto/personal/SME loans within the given timescales and with maximum accuracy while adhering to appropriate processes.
* Checking and authorizing customer’s post disbursal instructions/services upon receipt from branches/collections.
* Reconciliation of auto/ personal loan suspense accounts.
* Checking and updating various MIS.
* Assisting in the implementation of new productivity MIS’s by providing feedback on what can be done to better the current process.
* Training team members and new recruits to ensure their performance meets the required standard.
* Performing any other tasks instructed by the line supervisor to support the smooth operation of the department

**Contributions at RAKBANK**

* Consolidated Compliance Checklist for Personal and Auto Loan.
* Volume Tracking for Daily, Weekly and Monthly Disbursals for Personal and Auto Loan Products.
* Operating Procedure & Process Notes for Personal and Auto Loan.

**Achievements**

* *I CAUGHT YOU RAKBANK AWARD FOR PROCESSING HIGH VOLUMES WITHOUT ERRORS*
* *I CAUGHT YOU RAKBANK AWARD FOR ADDING VALUE AND MOTIVATION IN THE SERVICES TEAM*



**JP Morgan Chase, India August 2007 – July 2010**

**Financial Service Advisor**

**Role Specifics**

* Responding promptly to customer enquiries via telephone in a professional and efficient manner.
* Using the in-house system to record necessary information and initiate actions as required.
* Keeping up to date with all the company’s products, services and procedures.
* Promoting the company’s products and services to customers.



**3 GLOBAL Services, India May 2005 - November 2006**

**Customer Service Advisor**

**Role Specifics**

* Being able to analyse a situation with the information given by a customer and then suggesting multiple solutions to any problem.
* Meeting customer expectations in areas such as timeliness, quality and consistency.
* Giving feedback to managers on the efficiency of the customer service processes and system.



**Academic Qualifications**

* Graduated in Arts in March 2007.
* Passed the Higher Secondary Certificate Examination in March 2004.
* Passed the Secondary School Certificate Examination in March 2002.



 **Personal Information**

* Date of Birth: 23/01/1987