### PROFILE

Highly motivated Senior Relationship Officer with over 5 years of proven track record in high pressure environment requiring independent decisions, conflict resolution and critical attention to details with dynamic leadership qualities. Recognized by superiors for excellent customer care, resulting in corporate commendation

Proven interpersonal and communication skills. Known for the ability to build relationships and coach team members, increased sales and customer satisfaction. Constantly on a look out of new challenges to develop and be my own competitor to enhance my skills, whilst working in a challenging environment where I can make significant contribution.

### KEY EXPERTISE

### Customer Engagement Reviewing and Evaluating Cases Great Public Speaker

Strong Market Sense Tech Savvy Key Account Management

Events Planning Team Building and Leadership Team Training and Coaching

### ACHIEVEMENT AND CHARATER PROFILE

* Awarded as a best Sales Performer of the Year 2014
* Increased cases approval rate by 5%
* Quick learner and acclimatizes to new systems and procedures.
* Visionary and goal-oriented
* Excellent interpersonal and communications skills working with individuals and groups and people of diverse cultures.
* Team player with leadership qualities and exceptional relationship building skill.
* Ability to build strong rapport with personnel, customers, and associates based on knowledge, professionalism, and integrity, customer-focused.
* Strong follow-through, administrative and time management capabilities.

**EMPLOYMENT PROFILE**

# Citi Bank, Dubai 15 July 2013 - Present

# Senior Relationship Officer

Management career with proven track record of increasing department efficiency, establishing processes and exceeding customer expectations, handled a variety of managerial and administrative duties to meet the needs of the company and customers.

Selling banking multi products, maximizing accounts profitability through cross selling company's other products such as personal loans. Identifying business opportunities by listing new companies and handling customer queries and providing feedback are some of the areas of focus.

# Responsibilities:

* Deal with customer service issues. Manage client relations to promote long-term relationships.
* Responsible for implementing best customer service practices to improve sales channels and minimize customer complaints.
* Responsible for preparation of weekly and monthly sales reports
* Achieve assigned targets by taking initiative, being creative solving problems
* Sell products using all available resources including financial information
* Lend support to colleagues to ensure highest standard of service is achieved.
* Develop a knowledge of company products, sales systems and procedures including sales campaigns, promotions, product sources and distribution, sales brochures, order guides, and sales presentations
* Influence the sale of company products by exploiting selling opportunities
* Develop business relationships with customers to create opportunities for future possibilities.
* Provide excellent customer service
* Responsible to fit, measure plus educate customer on product
* Engage customers in conversation; assisting in the understanding, demonstration, description selection of merchandise
* Responsible for meeting individual productivity goals set
* Identify process improvements/innovation opportunities within Job function
* Understand Deeply the goals of the company the running processes that are in place from top to bottom to define the relevance of new strategic initiatives
* Anticipate needs; ensuring that they are met; Measuring processes performance
* Direct development as well as execution of an information security plan that protects the confidentiality, integrity, and also availability of the company data servers.

***Additional Responsibilities- Deployment Team***

* Handling events all over Dubai and Sharjah.
* Approach each arriving customer and possible efforts to convert them into potential client.
* Ensure and acquire all required documents prior to the event.
* Prepare MIS reporting on all the approached customers and provide management with the prospective conversion rate.

***Additional Responsibilities- CIU Support***

* Acquire all necessary documents required to review cases
* Takes initiative and approach concerned department or person to get any additional information required
* Increased approval rate by 5%
* Provides management with adequate reporting and MIS related to cases and provide guidance and suggestions relevant to the business and operation.

***Additional Responsibilities- Branch Officer***

* Managing the High Net Worth customers of the Bank
* Achieving the Business targets assigned in terms of Citi Gold, life Insurance, cross selling, enhancing and upgrading the High Net Worth relationships.
* Profiling Customers and provide products to meet customer needs
* Ensuring the highest levels of service to the High Net Worth customers

# Dubai June’ 11 - June’ 13

# Marketing Executive

***Responsibilities:***

* Researching and reporting on external opportunities
* Understanding current and potential customers and managing relationship
* Developing marketing strategy and plan
* Measuring success and managing budgets
* Approving images and ensuring timely delivery
* Developing guidelines
* Taking customer focused decisions

# Road Transportation Authority, Dubai October’ 10 – 2011

# Team Leader

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# Responsibilities:

* + Was associated with RTA Salik campaign, in the Contact Center, as a Customer Care Specialist
  + Handling inbound calls on customer queries regarding their Salik account & general Salik Dubai Toll System queries.
  + Clarifying customers’ complaints related Salik violation.
  + Following up with customers on complex call scenarios
  + Outbound calls for verification purposes.
  + Data Entry operations of daily telecom**.**

# Road Transportation Authority, Dubai 2009 – 2010

# Team Coordinator

# Road Transportation Authority, Dubai 2008 –2009

***Quality Controller***

# Road Transportation Authority, Dubai 2007 –2008

***Customer Support Team***

**CERTIFICATION & TRAINING**

* **Microsoft Training Institute – Sites Power Dubai, U.A.E. (2009)**

Certified in MCSE (Microsoft Certified System Engineer) & CCNA (Cisco Certified Network Associate) in Network Engineering.

* **Pakistan Education Academy – Dubai U.A.E. (2007)**

Passed HSSC Examination, majoring in Commerce (Affiliated to the Federal Board of Pak)

**TECHNOLOGY GRASP**

* Effective and competent hand on Microsoft Word, Power Point, Excel and Outlook.
* Operating Intranet
* Operating WIN 95, 98, 2000, ME, Windows XP & Windows Vista.
* Knowledge of Partition Magic, Sniffer, Norton ghost
* Expert in Coral Draw, Adobe Photo Shop and Macromedia Flash
* Knowledge of Software and Hardware

**PERSONAL INFORMATION**

Date of Birth: 18 December 1988 | Gender: Male | Marital Status: Married | Nationality: Pakistani

**First Name of Application CV No :** **1695756**

Whatsapp Mobile: +971504753686

