

**Naseer**

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| **OBJECTIVE** |

To obtain an executive task in an esteemed organization that provides opportunities of utilizing & improving professional knowledge & experience.

## **AREAS OF EXPERTISE IN BANKING SALES & CUSTOMER SERVICES**

✓ Retail Banking Assets Products ✓ Business Development ✓ Negotiating / Networking

✓ Team Working ✓ Customer Relationship ✓ Sales Coordination

✓ Problem Solving ✓ Customer Services

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| **PROFESSIONAL EXPERIENCE & SIGNIFICANT ACHEVIMENTS** |

**Silk Bank Limited- Pakistan**

**Sales Executive-(CASA) – January 2015 till November 2016**

* Designing strategies for sales and marketing for the product segments of the bank i.e. CASA, deposits & Banca.
* Visiting and meeting potential clients personally
* Direct mailing including without limitations the mailing of brochures and other sales materials in respect of the products.
* Planning and execution of business activities in respective areas
* Proactively achieve monthly sales targets
* Establish new business over & above the base business through different channels
* Organize corporate sales promotional initiatives
* Ensure quality sales and achievement of assigned targets
* Ensure resolution of customer’s complaints
* To provide support and coaching to new team members within Sales Team
* Be pro-active in putting forward suggested actions to achieve the department’s target
* Be present to meet and greet customers as appropriate

**HBL Asset Management Limited- Pakistan**

**Investment Facilitator – June 2013 till January 2015**

* Presentation to the clients and solicitation of mutual funds as well as completion of required documents
* Taking new customers on board by opening new accounts and retaining them as well
* Portfolio Management
* Designing strategies of marketing and selling Mutual funds
* Planning and execution of business activities in respective areas
* Communicate effectively company’s policies and procedures to all channels
* Building strong relationships with customer on behalf of company
* Presentation to the clients and solicitation of mutual funds as well as completion of required documents
* Proactively achieve monthly sales targets
* Manage all ATL/BTL activities and marketing campaigns thoroughly
* Participating in all sales and marketing campaigns of the company

**Wi-tribe Pakistan Limited**

**Customer Care Executive – Feb 2010 till Sep 2012**

* Monthly & yearly sales performance
* Monthly & yearly retention performance
* To ensure all steps taken to promote products to our customers to increase client base
* Organize corporate sales promotional initiatives
* Encourage full usage of all facilities to maximize sales
* Ensure that all communications with customers are handled within required time frame
* Be aware of company policies, which affect the sales department
* Demonstrate a “can do” attitude at all times
* Customer facilitation from front desk
* Customer retention as per company policy
* Maintain cash register on daily basis
* Ensure resolution of customer’s complaints
* Handling inventory management systems

**(Dubai Islamic Bank) Pakistan**

**Relationship Officer Auto Finance & Home Finance**, **Jan 2008 till Feb 2010**

* Designing strategies of marketing & selling products i.e. Auto Loan, Home loan, Mortgage etc.
* Communicate effectively banks policies and procedures to all channels
* Calculation of income and debt burden through financial analysis
* Building strong relationships with customer on behalf of bank
* Presentation to the clients & solicitation of loans as well as completion of mortgage/auto’s documents

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| **EDUCATION** |

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| **Master’s in Public Administration**  University Of Karachi, Pakistan |
| **Bachelors in Public Administration**  University Of Karachi, Pakistan |
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| **IT SKILLS** |

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| **Operating System..:** Windows XP & Vista Operating Systems |
| **Microsoft Products…:** Microsoft Word / Excel / PowerPoint / Outlook |

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| **PERSONAL INFORMATION** |

**Nationality:** Pakistani **Marital Status:** Single

**Date of Birth:** 27–02 –1986