**Curriculum Vitae**

**Anil**

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Objective

To be an asset to the organization, where I can contribute towards growth and success by exercising the best of my skills and expertise in return for fruitful career growth options and development.

###### Professional Profile

* Over **9 ½ years** of extensive work experience for Multi-National Companies.
* **Bachelor’s degree** in **Commerce**
* **Potential client base** and a growing portfolio.
* Building **profitable and strategic relationship** with companies and customers.
* Extensive **communication, presentation, negotiation and sales-closing skills**
* Effective both working alone or as a cooperative team member.

# Professional Experience

**August 2012 - February 2015 Distribution – Customer Service, Division - Operations**

 **Department - Supply Chain**

 **African + Eastern (ne) bvi Ltd, Dubai, *U.A.E***

**Achievements:**

* Awarded as “Passionate Employee” within 8 months of joining the company.

**Job Profile:**

* Processing orders for hotels, shops, airport duty frees stores & events.
* Assisting customers with availability, pricing, delivery Status and packaging of stock.
* Assisting planning team with stock forecasting & coordinating additional requirements from customer.
* Follow up with the sales team for account related queries.
* Training & mentoring new employees in system & process related activities.

**January 2008 till August 2012 Customer Care Specialist**

 **Dubai first PJSC (A Dubai Group Company)**

 ***Dubai – U.A.E***

**Achievements:**

* Extensive knowledge of Data Base Management such as Vision Plus, LMS, CAS, RAPS & CMS.
* Effective management and communication skills to handle high profile **Royale Customers.**

**Job Profile:**

* Communicating with higher management to resolve customer queries.
* Ensuring optimum service level by following up customer cases till the time case is closed.
* Preparing daily MIS report for voicemails.
* Training & feedback for new joiners.

**April 2007 till October 2007 Repossession and Recovery Officer**

 **CITIGROUP - CitiFinancial (Auto division of CITIBANK)**

 ***Mumbai - India***

**Achievements:**

* **Active participant** of the management team to help **optimise sale during offer season**
* Formulated medium & long term strategies and defined overall growth objective & profitability targets

**Job Profile:**

* **Recovery and collections of past due payments for Auto Finance**
* **Carry out necessary steps in order to repossess vehicles that are unable to satisfy terms of loan and repayment**
* Providing Private Banking and Auto finance solutions to the clients and cross-selling.
* Handling daily transactions (cash and transfer) between various accounts on behalf of the bank’s client.
* Training and guiding the new recruits in the positions of Service Executives & the **Recovery Management Team** while developing the sales and service team to create a large satisfied customer base.
* Feed back to management on competitive activity and ways to counter attack competition.
* Preparation of various **MIS reports** - **Daily sales report, Weekly reports and promotional letters.**
* Maintaining detailed books of accounts & customer information with history.
* Active team member in weekly progress meetings with the **Branch Manager** and **assisting Senior Relationship Manager**
* Service offered by detailed documentation, draft letters, solving complaints and motivating the sales force and promoting company's products.

**May 2005 till January 2007 Service Officer**

 **EXCEL Infoways Pvt. Ltd. - *Mumbai, India***

**Achievements:**

* Awarded as the Employee of the Year For Service and Quality.

**Job Profile:**

* Prepare packages and bouquets of channels for customers subscribing to **DISH Satellite Network**
* Due diligence and step by step processing of the **clients’ request from the U.S**
* Prime point of contact and Service Officer for **SPRINT Mobile** phones in Mumbai.
* Marketing and development in the Australian and U.K markets with potential target for technology services such as 3G, T-Mobile etc.
* Extensive marketing of the LG and SAMSUNG phones in the International Market.

**Professional Developments and Trainings**:

* Certification in **Call Centre Operations**
* Certification in **Anti Money Laundering**
* Certification in **Credit Shield Insurance**
* Certification in **Internet Banking**
* Extensive Computer skills like **Microsoft Office, Banking software, MS-DOS, Internet** and **E-mail**
* Attended workshops on **Time Management** & **Stress Management**

## Educational Background:

* **Bachelor Degree in Commerce – *Mumbai University, India***.

##

## Language Skills:

* English, Urdu, Hindi, Punjabi

**Personal Details:**

**Date of Birth :** 05 July 1986

**Sex :** Male

**Nationality :** Indian

**Marital status :** Single

**Holding valid U.A.E Driving License**

**References:**

Available on request

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