

**Yusuf**

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**Personal Statement**

Seeking a challenging opportunity where I will be able to utilize my strong organizational skills, and ability to work well with people, which will allow me to grow personally and professionally. I am self-motivated and able to work both independently and as collaborative team member

Key Skills

* Strong analytical and problem solving skills
* Experttechnical abilities in Excel. Adept with technology
* Proven communicator and team player. Strong work ethic
* Thorough understanding of operations and business risk.
* Flexible, easy to adopt and fast learner

**Work Experience**

**Senior Sales Officer, Liabilities and Personal loans, National Bank of Abu Dhabi**

(Apr 2014 - present)

Established and maintained effective relationship with new/existing customers.
 Analysed customer’s financial history to offer him bank products in accordance with risk management
 Performed credit risk assessments of new customers.
 Visiting individuals to make new clients
 Provided optimal customer service by accurately identifying customer needs, evaluating, resolving and responding to customer inquiries about products and services of personal financial products.
 Finding out corporate payroll accounts, converting them to become our clients and managing them.
 Promotional offers are effectively utilized for adding client basis.
 Cultivate long lasting and sustainable relationships with allocated customers thereby ensure customer satisfaction.
 Client list was made initially by cold calls and reference through tele-­‐calls.
 Undertake any other duties as required by the division from time to time.
 Drafting Daily & Monthly Sales Report for future use by the management.
 Ensure achievements of targets in line with the annual business plan.

**Placement Officer/Data Maintenance /Call Centre Agent, NHSProfessionals, London**

(Nov-2004 to Jul-2010)

Update Clients database with Clients information. Help Clients with online queries.

To answer calls from our Client trusts to make sure all their staffing requirements and queries are dealt with in a timely fashion.

To answer calls from our Flexible workers to make sure all their queries are dealt with in a timely fashion.

To make calls to client trusts to make sure they are kept up to date with any changes of staffing levels.

To make calls to Flexible workers to make sure they are kept up to date with any changes to their working patterns.

To ensure the timely entry of Faxes onto relevant systems.

To ensure the timely entry of E-mail information onto the relevant systems

**Admin/Clerk, Operations and Finance NHSProfessionals, London**

(Apr-2004 to Nov-2004)

Meeting visitors. Handling business correspondence

Distributing office communiques. Taking messages and transferring calls. Faxing, scanning, Laminating and copying documents, drafting internal memos, Ordering office supplies and stationery. Performing administrative functions for operations and Finance teams. Reporting to administrative or Finance manager.

Coordinating with team leaders and Managers in arranging meetings and Compiling contact lists.

**Medical Records Clerk, St Mary's Hospital, London**

(Nov-2003 to Apr-2004)

Helping ward administrators with patients’ notes

Assist nurses and ward administrators in finding of notes

Place new files and returned files back on the shelves

Receive requisition of notes from doctor’s secretaries. Respect policies and regulations of the library

Assist managers in placing requests

**Supervisor, Sunlight Services, London**

(Nov-2000 to Oct-2003)

Manage eight staff in repair section

To make sure customers Garments were returned on time.

All repairs were all done and no garments missing for turn around. Dispatching of new customers

Orders and replacing old ones. Managing our offices in other

Factories where we have our offices within

**Assistant Manager, Abrico, Mombasa**

(Mar-1995 to May-1998)

Direct activities related to dispatching, routing, and tracking transportation vehicles.

Plan, organize and manage the work of subordinate staff to ensure that the work is

Accomplished in a manner consistent with organizational requirements.

Direct investigations to verify and resolve customer or shipper complaints.

Serve as contact persons for all workers within assigned territories.

Implement schedule and policy changes.

Collaborate with other managers and staff members in order to formulate and implement policies,

Procedures, goals, and objectives.

**Education**

Tudor Day Secondary School, Mombasa

Jan-1979 to Nov-1982

KSCE Certificate

Pass B+ in English, Mathematics, Physics, Chemistry, History and Biology

Alison

Introduction to IT

May 2012

Alison, London

Apr-2012 to Apr-2012

Diploma -Operations Management

Blue Sky, London

May-2009 to May-2009

Customer Service Course

Learn direct, London

Jun-2003 to Nov-2003

ECDL Certificate

Hobbies & Interests

Swimming, Jogging, Light Weight Lifting, Meeting new people

References

References are available on request.