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| **Naveen** C:\Users\Praveen Nair\Downloads\Passport_images_566 (1).png**Email:** Naveen.351023@2freemail.com **Personal Data**Date of Birth :08/10/1988Sex : MaleNationality : IndianMarital Status: Single**Passport Details**Place of Issue: MalappuramDate of Issue : 19/06/2009Date of expiry :18/06/2019**Languages Known**English, Malayalam, Hindi, Tamil and Kannada. | **OBJECTIVE** A position in a growth oriented Organization that will benefit from my technical, analytical and interpersonal skills, while providing me increasing levels of responsibilities and professional growth. I am looking for opportunities to work with highly motivated and talented people to utilize my skills and abilities that offer professional growth while being resourceful, innovative and flexible.**PROFILE*** Highly dedicated, detail oriented, customer support profile with 5+ years of experience in Sales and Customer service.
* A goal-oriented team contributor with excellent communication skills, time-management, and technical capabilities.
* Strong Inter-personal, Leadership and Organizational skills.
* Knowledge of the UAE market.
* Excellent Administration, Organizational, Time Management & Customer relationship management skills.

**CAREER CHRONOLOGY** * Presently Working in ABUDHABI ISLAMIC BANK *(Oct 2015 – till date)*
* Worked with DUNIA FINANCE LLC *(Jun 2014 to Aug 2015)*
* Worked with STANDARD CHARTERED BANK *(May 2013 to Feb 2014)*
* Worked with IBM GLOBAL SERVICES *(Apr 2012 to May 2013)*

**ABUDHABI ISLAMIC BANK** *(Oct’15 - Present)***Role**: Senior Sales Executive**Responsibilities**:* Achieving individual and team sales targets.
* Develop new markets and customers within the assigned territory to enhance sales volumes/ revenues.
* Maintaining MIS and Field Visit Reports.
* Accountable for regular monitoring of client satisfaction and service quality levels by ensuring that client expectations are consistently met and exceeded.

**DUNIA FINANCE LLC** *(Jun’14– Aug’15)***Role**: Sales Executive**Responsibilities**:* Provide Personnel & Business Loans, Car loan & Credit card to the customers.
* Find out the potential customers and generating the new leads by cold calling, Personal Contacts, Social Media, Internet, Direct contact, Referrals and all the possible ways.
* Setting up meetings with new clients and Promote products and services to customers and negotiate contracts with the aim of maximizing sales profits.
* Achieving assigned sales target in order to contribute to the sales volumes / revenues.

**STANDARD CHARTERED BANK** *(May’13 – Feb’14)***Role**: Customer Service Officer**Responsibilities**:* Handling the privileged customers of UAE, Canada and Nigeria.
* To provide support in Approval and settlements of Credit Cards and loans.
* Handling disputes of Credit card and Loan defaulters.
* Reporting timely reconciliation of fraudulent cases.
* Recovering Bad Debts for the bank via telephone
* Handling Pre-closure and Settlement issues.
* Tackling Fraud and Non-traceable cases.
* Timely coordination with Credit department to cross check clients personal information.
* Coordinating with compliance to get smart resolution delinquent clients in Recovery Division.
* Meeting defaulted customers on arranged visit to settle the loan.
* Managing settlement and remedial for all sorts of loans for recovering bad debts.

**IBM GLOBAL PROCESSING SERVICES** *(Apr’12 – May’13)***Role:** Practitioner (Phone banking officer/ Internet banking officer)**Responsibilities:*** Resolving the queries which is related Accounts, Net Banking, mobile banking, ATM, Debit cards, pins, Credit Cards of HDFC Bank customers by ensuring customer satisfaction.
* Tanking the request of bank statement over the phone through the IVR validation process.
* Taking the request of Debit card pins, Net banking pins, ATM card request over the phone after validation.
* Providing the account balance information of the customer, last transactions after the IVR validation.
* Retention of customers and responding to escalated mails and grievances.
* Business development through cross selling of various bank products such as Cash on Call, Personal Loan From Credit Card, Balance Transfer, Purchase EMI, Insurance both Health and General.
* Ensuring the monthly targets in various bank products of self and the team assigned are met.
* Database management and preparing various sales and service MIS of each team members.
* Presenting and reporting monthly achievements in both sales and service.
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**EDUCATIONAL QUALIFICATIONS**

* BSc Computer Science, BHARATHIYAR UNIVERSITY(2007-2010)
* HSC (+2) in Commerce, Palakkad (2005-2007)
* SSLC (2004)

**DECLARATION**

I hereby declare that the information furnished above is true to the best of my knowledge and belief.

Naveen

References Available Upon Request