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| **Naveen**  C:\Users\Praveen Nair\Downloads\Passport_images_566 (1).png  **Email:** [Naveen.351023@2freemail.com](mailto:Naveen.351023@2freemail.com)  **Personal Data**  Date of Birth :08/10/1988  Sex : Male  Nationality : Indian  Marital Status: Single  **Passport Details**  Place of Issue: Malappuram  Date of Issue : 19/06/2009  Date 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. |

**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