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 **SUNIL**

Email : sunil.357808@2freemail.com

**Objective:** A challenging and responsible position in an organization where my experience can be utilized in support of company goals.

**PROFESSIONAL SYNOPSIS**

* Around 14 years of experience in the areas of Customer Service and Sales
* Proficient at managing & leading team to meet customer requirements
* A thorough professional with a proactive attitude, capable and generating new design solutions and ideas for process excellence
* Possess excellent interpersonal, communication and organizational skills with proven abilities in team management, customer relationship management and planning
* Results-driven professional with an ability to build long term relationships with internal and external customers by establishing a high level of confidence and trust.

**RELEVANT EXPERIENCE**

**First Gulf Bank July, 2014 – July, 2016**

**Designation**: Assistant Team Leader (SME BUSINESS BANKING DEPT)

**Job Profile**

* Handling retention and Sales team. In Assets, labilities and banc assurance

• Manage and grow liabilities portfolio of SME business banking relationships and sustainable business, generate revenues from various streams including advised forex and trade

• Advising customer about the different types of SME facilities i.e Trade Finance, LC, Cheque discounting and company accounts option that are available, as well as the terms of those services.

• Achieve assigned personal targets (product/volume/segment) in a consistent and competent manner.
• Establish and maintain a working rapport with customers by providing expertise in identifying their financial needs and the deployment of bank’s products and services to the fulfillment of these needs.

•Generating lead for transaction banking for Trade and FX

• Retaining customer by offering top up business loans.
• Investigate & evaluate a solution which meets the client’s organization requirements
• Provide customers with accurate and timely information on FGB products and reveal the benefits affecting their businesses. Keep customers and prospects updated on new products and services.
• Plan customers’ relationships in compliance with applicable polices and sales objectives.
• Actively source business from prospects and follow up on sales leads within designated market segments.
- Staff Development

• Extend support, and pass knowledge for less experienced staff.
• Share best practices with other peers and colleagues.
• Maintain the stature of the Bank in the community
• Support other teams in the area and head office as needed
• Monitor and report competitors’ activities and strategies (products offered, selling strategies, coverage etc.) and relay market trends and developments to management.
Whenever needed, contact customer service groups and processing units to ensure satisfactory service standards are met.
Take personal responsibility to provide assistance in customers’ issues
Interact with customers to obtain their feedback on FGB image, products & services, and identify issues that require action.

**Achievements:**

* Achieved highest in disbursal for month of Oct2014
* Top Performer for the month of April 2015
* Top Performer for the month of December 2015

**Mashreq Bank February, 2012 – April, 2014**

**Technical Business Management Services**

**Designation**: Sr.Relationship officer

**Job Profile**

* Handling team of 15 members as Assistant team leader
* Processing Personal Loan for Existing customer.
* Cross selling Revolving over draft (ROD).
* Maintaining good relationship with customers for Future products.
* Sending Daily MIS Report.
* Lead Generation.
* Tanning new joiners
* Handling escalations calls in order to close the sale
* Monitoring calls and giving feed back to the agents to improve selling skills and product knowledge.

**Achievements:**

* Rising Star Award March 2012
* Top Performer for month of May, 2012
* Top Performer for month of June, 2012
* Top Performer for month of July for achieving 2.1 Million where target was 1Million , 2012
* Top Performer for month of August, 2012
* Best Officer Sales – Personal Loans, 2012
* Top Performer for month of January 2013
* Top Performer for month of March 2013
* Top Performer for month of May 2013
* Top Performer for month of June 2013
* Top Performer for month of July 2013
* Best Officer Sales – Personal Loans, 2013
* Top performer for month of January 2014

**MEDI EASE Hospitality Services**  **November,2009 – October, 2011**

.**Designation:** International Marketing Manager

* **Job Profile**
* Signup Healthcare Recruiters and Train them to post international healthcare jobs
* Signup Medical Device and Consumer Health Product companies and train them how to promote their product.
* Signup Hospitals, Clinics, Facilitators and Train them how to best use the product.
* Plan and Facilitate Medical Tourism Boot camps at various destinations with help of facilitators.
* Handle telephone calls
* Coordinate with our group of clinics, hospitals, facilitators and travel partners
* Build and manage relationship with key clients, patients, hospitals and get patient feedback on service provided
* Directly Provide information to clients by call and e-mail where facilitators are not available.
* Transfer patient leads to their local facilitators and track SLA's
* Organize Online Training / Web Conference with our registered facilitators to explain the packages
* Assist international clients in arranging their healthcare holidays

**AVIVA - WNS CUSTOMER SOLUTION PVT. LTD** ***March, 2007 - July, 2009***

**Designation:** Customer services Advisor

**Job Profile**

* Experience in customer service calls like renewing polices, payment collections, changing details on polices.
* Handling existing Claims calls
* Selling New Motor insurance & break Down Motor Insurance
* Lead the team by motivating & discharging team building activities.
* Train, guide & motivate the new employees in the team.
* Maintaining Schedule adherence reports using Web view.
* Ability to access supporting tools like Exceed, Spire, Citrix, Colossus and Mainframe that are required to provide accurate information of customers.
* To achieve the sales target for the month.

**Achievements:**

* Achieved the best performer of the month April, 2007 & June, 2007
* Achieved the best performer of the month July, 2008
* Achieved The best performer Break down sales for month of Nov, 2008

**24/7 CUSTOMER PVT LTD** ***May, 2005 - March, 2007***

**Designation:** Sr Customer Services Associate

**Job Profile**

* Selling Chase Credit Services to existing Customers US Process
* Lead generating & Data capture.
* Handle escalated calls & Monitoring calls.
* Training new employee

**Achievements:**

* Achieved highest number of Sales for the month of April & May
* Giant leap of the month July 05
* Achiever of the month sep 05 & Oct 05
* Most consistent Performer Jan 06 & July 06
* Top Performer of the Project un till last day of my working.

**ICICI ONESOURCE PVT LTD** ***December, 2003 - March, 2005***

**Designation:** Sr Executive- Tele sales

**Job Profile**

* Selling Discover credit cards to USA Customers
* Lead generating & Data capture.
* Also doing balance transfer to new card member
* Handle escalated calls & Monitoring calls.

**Achievements:**

* Achieved highest number of Sales for the month of March 2004 & February 2005
* Achieved Highest Number Data Capture for the month of June 2004 & December 2004

**I SEVA SYSTEMS PVT LTD**

**Designation:** E Customer Consultant

**Job profile:**

* Selling TATA AIG general insurance policy for customers in India
* Responsible for Citi Financial collection process
* Cross trained for Citi Financial Personal Loan processing
* Look into customer problem resolution
* Handle escalated calls/mails as necessary
* Ensuring the work completed by the team members reflect service excellence

**Achievements:**

* Achieved highest number of Sales for the month of April & May
* Top Performer of the Project in the month of April & May (Sold 36 policies in 1 business day)

**ACADEMIC CREDENTIALS**

* Bachelor of Arts
* Diploma in fashion Designing & Computer aided designing (CAD)

**PERSONAL DETAILS**

* Date of Birth : 06 November 1981
* Marital Status : Single
* Gender : Male
* Visa Status : Employment Visa
* Driving License : Yes
* Hobbies : Music, playing Snooker, Motor sports, traveling &

 Participating in Charity Programs

 **References can be provided upon requirement.**

 **Place: Dubai**

**Date: (SUNIL)**