**Clive**

**Clive.364122@2freemail.com**

***‘Seeking a senior profile in a reputed organization where I can utilize my skills and also get enough opportunities to accomplish personal and professional goals’.***

# PROFESSIONAL EXPERIENCE

* **TAMLEEK REAL ESTATE ‐ Client Relations Executive (March 2016 – February 2017**)

RESPONSIBILITIES:

* + Handling inbound customer service calls from customers.
	+ Generate and Automate Leads.
	+ Convert More Leads into Deals Faster.
	+ Worked with major developers like **EMAAR, HABTOOR, SHOBHA KEMPENSKI**.
	+ Assign leads to sales report.
	+ Maintained daily and monthly reports on closure of properties.
	+ Followed‐up with customers in regards with non‐closures and provided alternatives.
	+ Generated leads throughout calls, Stands and Road shows.

# NATIONAL BANK OF RAS AL KHAIMAH ‐ Phone Banking Officer (June 2012 – March 2016)

RESPONSIBILITIES:

* + Handling inbound customer service calls from customers.
	+ Assisting customer with queries on banking products (Accounts, Credit cards and loans).
	+ Handling customer complaints and follow up closures.
	+ Cross selling banking products and collecting leads for other teams and services relevant to customer needs.
	+ Making out bound calls from banks customer database to sell banking products (Balance Transfers, Loans and Credit card Cheques).
	+ Educating New Joiners’ with banking services during their OJT period.
	+ Served with the Fraud and authorization team to track down Fraud transactions through mobile banking and online transactions.
	+ Followed up with customers regarding high end transactions (verification).

# HUTCHISON 3 GLOBAL SERVICES ‐ Customer Service, Retention And Sales – Team Coach(June 2011 – June 2012)

RESPONSIBILITIES:

* + Handled a team of 11 to 12 individuals.
	+ Did call monitoring and gave feedback and coaching to agents.
	+ Also gave product and process trainings based on their knowledge gaps.
	+ Escalation call handling.
	+ Made a weekly as well as a monthly report based on the team’s performance.
	+ Took briefings for the entire floor as I was a part of the briefing team.
	+ Also arranged fun activities on for the floor to make sure agents were having fun while working.

# ZENTA PVT LTD – Asset Acceptance 3RD Party Collection – Collection’s Officer(August 2009 – June 2011)

RESPONSIBILITIES:

* + Outbound collections.
	+ Worked for 1st 2nd and 3rd bucket collections.
	+ Collected on behalf of banks for past stat accounts.
	+ Assisting customers with payments and processing payments.

# P & O CRUISES (South Hampton, UK) ‐ Junior Purser ‐ Front Office Executive (September 2007 ‐ June 2009)

RESPONSIBILITIES:

* + Assisted passengers in embarking and disembarking the ship.
	+ Assisted passengers with their billing and other personal queries.
	+ Assisted passengers with the ships drill.
	+ Worked as a watch keeper on the ship.

# SITEL INDIA PVT LTD GENERAL MOTORS ‐ Collection and Customer Service Executive (January 2006 – August 2007)

RESPONSIBILITIES:

* + Assisted customer in making their payments regularly.
	+ Collected monthly dues from customers.
	+ Assisted customers in repayment plans.
	+ Worked on past stat accounts.

# RENAISSANCE MUMBAI HOTEL AND CONVENTION CENTRE – ADMINSTRATIVE EXECUTIVE (March 2004– January 2006)

**EDUCATION**

**Higher Secondary School in Science** (Kisan Veer College – 2001)

**Bachelor of Commerce (**Mahatma Gandhi Kashi Vidyapith – 2004)

**STCW‐Personal Safety, Elementary First Aid, Personal Survival Techniques (**Mumbai Maritime Training Institute ‐2006)

# PERSONAL DETAILS

* Date Of Birth 19th May 1982
* Place Of Birth Kuwait
* Nationality Indian