

**SHAKIR**

EMAIL: shakir.374764@2freemail.com



**CAREER OBJECTIVE**

Organized, self-motivated, energetic, detail-oriented, and highly creative professional with a good administrative ability, planning, coordination, implementation and customer service. Working within a diversity of people. Excellent skills in team building, reporting and demonstrated genuine leadership qualities. Looking for a Challenging career with a Reputed Organization, which demands the best of my professional ability, where in I have good scope for broadening and enhancing my current skills and knowledge, willing to explore uncharted territories without distress and conviction along with drive for success in a Program / Project Manager capacity

**PROFESSIONAL EXPERIENCE AND ACHIEVEMENTS**

**Commercial Bank of Qatar (Since 2013-Sept – Till date) as Business Technology Officer**

* Joined Commercial bank as direct sales agent for Doha market.
* In April 2015 was promoted as Relationship officer for Corporate sales
* In April 2017 was handed over new responsibility for Market Analysis and the title was Business Technology officer**.**
1. **Business analyzing**
	1. Manage BAW (Banking at work) portfolio
	2. Manage Sr. Relationship Manager data base
	3. Creation and compilation of dashboards for monitoring data management (Customers and Service activity for retail sales team)
	4. Analyze and identify leads to Sales team
	5. Analyze and report growth trends through monthly sales dashboards
	6. Measure KPI’s and SLA to be compliant with bank commitments
	7. With the help of dashboards identifying gaps and opportunities to gain business
	8. Daily business dashboards to identify daily sales
	9. Weekly and monthly reports on sales (gains and loss)
2. **Business Support**
	1. Setting up sales budgets with incentive plans
	2. Customer data base management
		1. Segmenting customers based on the account preferences
		2. Delegating portfolios to concerns team for lead conversion
		3. Identifying VIP customers and enrolling to special plans
		4. Managing customer complains
	3. Sales team time management
		1. Setting up time zones for sales to submit applications
		2. Setting up time zones for sales admin work
3. **Technical Supports**
	1. Corporate internet banking
		1. Streamlining Bank database related to Fund transfers
		2. Telex integration to customers
	2. Data backup
		1. Data backup on Daily basis and case to case on customer request
	3. Wades protection system
		1. Payroll check (Based on Government requirement)
		2. Qatari ID integration with ministry of labor
		3. Salary information file to be prepared and shared with Corporate customers (Only to HR, and signing authority)



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1. **Trainings**
	1. Corporate internet banking training to customers
	2. Wades protection training to corporate customers
	3. Internal training on process and key products to new joiners
	4. Refresher training to sales team

**QUALIFICATION**

**MCA – Masters of Computer application** –The Indira Gandhi National Open University (IGNOU)–2016

**BCA – Bachelors in Computer application** - Bhartiya Shiksha Parishad–2013

**CERTIFICATION**

**C.C.N.A** - Cisco Certified Network Associate, Cisco ID: **CSCO27784220,** CISCO–Aptech Computers

**DIPLOMA** - Computer Hardware & Networking - JETKING

**COMPUTER PROFICIENCY**

**NETWORKING**

* Windows Server 2003/2008, Linux, Domain Controller, DNS, DHCP, TCP/IP
* Data Recovery, Data Synchronizing, Mirroring
* Routers / Switches configuration, LAN configuration
* Basic LAN setup, using Workgroup and Domains
* LAN Cabling (UTP / STP / Fiber / Coaxial cable)Structured cabling
* Internet & Intranet Setting
* Biometrics installation, Wi-Fi configuration
* Online problem resolving by Terminal services, NetMeeting / Remote Desktop

**COMPUTER KNOWLEDGE**

* Computer basics, Microsoft Office (Word, Excel, PowerPoint)
* OS installations ( Linux, Windows Server 2003/2008 )
* Hardware problem rectification on chipset level ( Mother board, TFT, Printers, Switches, Routers etc)
* P.O.S (Point Of Sale) Machine repairs

**ACHIEVEMENTS**

* Awarded for Tamayuz (Customer Service) Commercial Bank
* Awarded for Outstanding Sales Achievements in Commercial Bank
* Awarded for Coordinating Training Sessions For Clients & Self Development in Commercial Bank Of Qatar

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| **PERSONAL** |  |  |
| Date of Birth | : | September 23, 1990 |
| Languages Known | : | English, Hindi, Konkani, and Marathi |
|  |  | Arabic (Basic) |
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| **PASSPORT DETAILS** |  |  |
| Date of Issue | : | 27/12/2010 |
| Date of Expiry | : | 26/12/2020 |
| Indian Driving license No | : | GA08 20090016771 |
| Qatar Driving License No | : | 29035615153 |

**REFERENCE**

On Request

I hereby declare that all the above details are true to my knowledge and belief.

Sincerely,



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