

**RESUME**

**Khalid**

**Dubai.**

**U.A.E**

**Email:** [Khalid-393327@2freemail.com](mailto:Khalid-393327@2freemail.com)



**CAREER OBJECTIVE:**

A challenging career in the Best Organization, which requires the application of my knowledge, acumen and expertise and particularly my communication skills, which is my inherent strength to enrich myself as well as organization I work with.

**ACADEMIC QUALIFICATION:**

B.Comgraduatefrom Osmania University (2011).

**PROFESSIONAL EXPERIENCE:**

**Worked as Relationship Officer -Sales (Motor insurance) and Customer service Executive-( Phone banking)**

(Since Aug 2014- June 2019)

* Assisted clients with policy changes and policy reinstatements and Renewals.
* Followed up and conducted callbacks based on pre-qualified leads and Generated New leads.
* Calculated premiums and established payment methods
* Contacted underwriters and submitted forms to obtain coverage.
* Conferred with clients to obtain and provide information when claims were made to the policy and evaluated for compensability
* Handled escalated issues very well and worked to diffuse situations to ensure customer satisfaction.
* Understanding existing customer’s financial requirements and cross sell products like BT, CCC, SMART CASH, INSTANT MONEY, RV and EPP and processing it on the system in a timely manner upon customer’s confirmation.
* Achieving monthly sales targets as per the process requirements to improve the Productivity of the site in terms of sales and quality
* Assessed customer accounts and advised them on services and products for banking needs.
* Demonstrated appropriate and professional phone skills, exhibited composure and patience at all times.
* Resolved customer questions and complaints and gave information on policies and regulations.
* Excelled in meeting and exceeding daily goals.

**Worked as Team member In India for Non Voice Process chat and E mail (E channels).**

**(Since May 2012- April 2014)**

* Worked on customers live data. Responding promptly to customer enquiries via chat.
* Need to be more careful while working on customers account.
* Effectively handling customer queries, and resolving them and sustaining customer satisfaction, ensuring to maintain bank identity and image via chat channel.
* This process supports various business segments that would be involved in resolving customer queries and requests for credit card, Mortgage accounts and checking and saving accounts.
* Keeping up to date with all the company's products, services and procedures
* The capability of  handling email, chat and transaction processing.

**Worked as Store Manager In Planet M Retail Ltd ( India ) (sales) .**

**(Since Jan 2010- April 2012)**

* Responsible for the smooth and effective functioning of the store Dealings with cash & bank transactions.
* Dealing in all kind of Brands like Samsung, Nokia, Black berry, Htc, Sony Play stations and Microsoft X box and etc.
* Proven record of driving profitable sales through promotions and merchandizing display.
* Give response to phone calls regarding to store and products. .
* Responsible for security of the shop and handled the situations such as theft and security risks.

**Worked as Duty Manager with Essar Telecom Retail Ltd ( India ) .**

**(Since Feb 2009- December 2009)**

* Highly skilled in achieving store sales goals of the team-selling environment
* Ensuring that sufficient inventory is available at the store to avoid being “out of Stocks.
* Daily deposit cash into Bank.
* Taking care of sales in the store and ensuring reaching target daily.
* Taking care of operational activities on day to day basis.

TECHNICAL SKILLS:

* MS-Office
* Tally 9.0
* Typing speed (40-45) Wpm in alphabets.
* Proficient with the use of MS Office Windows 2000/2003/NT/XP, Internet.
* Completed (Hardware Networking, CCNA. MCSE, Exchange servers).

# STRENGTHS:

* Good Communication Skills.
* Fast learning nature.
* Good team player.

# PERSONAL PROFILE:

**Date of Birth :** 09-04-1987

**Marital Status :** Single

**Languages Known :** English, Hindi, Urdu & Telugu

**Nationality**  **:** Indian

**Religion :** Muslim

**DECLARATION**

I hereby declare that above details mentioned are true to the best of my knowledge.

**(Khalid)**