Keith



Sales Consultant

Resourceful sales and business development professional with vast knowledge in regulations and compliance procedures eﬀective at maximizing customer service opportunities while exceeding individual performance goals.



Keith-394871@2freemail.com

**WORK EXPERIENCE**

**Trainee Sales Consultant**

*01/2019 – 09/2019 Dubai, United Arab Emirates*

*Wealth management & financial advisory*

Oﬀering expert advice on investment in line with long term savings goals and spearheading investment strategies.



Creating sustainable long term client relationships.



Creating high quality new leads through cold calling and active prospecting, skillful follow through and conversion.



**SKILLS**



Excellent interpersonal and communication skills.



testing and evaluating new service strategies



Product knowledge and implementation.



Relationship building and retention. Highly motivated.



Exceptional customer service

**Pinnacle Banker**

*12/2016 – 12/2018* *Kampala, Uganda*

*Relationship Management, Forex Sales, Assets & Portfolio Management.*

*Achievements/Tasks*

Originating, reviewing, processing, closing and administering loans as well as maintaining contact with forex inhouse dealers to oﬀer competitive rates for non interest income.



business development through establishing contact and developing quality customer retention strategies.



Skill growth through refresher courses on current banking & forex rates coupled with internal certifications.



Maintaining strict confidentiality of kyc records and client information regarding credit history and credit worthiness.



**Banking Oﬃcer: Direct Sales**

*09/2014 – 10/2016* *Kampala, Uganda*

*Personal loans, Home Loans & Liability Growth.*

*Achievements/Tasks*

Prospecting and cold calling for new leads



Maintaining friendly and professional customer interactions.



LBEs by conducting regular oﬃce visits to generate leads.



Exceeding set targets by over 200% in growth campaigns.



Monitoring the client portfolio accorded for upselling.



**ROLE RELATED COMPETENCIES.**

Organized and detail-oriented with keen customer focus.

Outstanding communicator both verbally and written

Experience using oﬃce machinery (fax, printer, copier) and proven phone systems etiquette.

Computer literate and proficient using Microsoft Suite

Proven track responsibility for strict compliance to company policies and procedures in line with Risk & Compliance, Audit as well as Legal Departments.

Highly investigative with due diligence to ensure strict adherence to integrity and kyc confidentiality.

**ACHIEVEMENTS**

Certified CISCO Networking Associate (01/2011 – 06/2011)

Uganda Certificate of Education (02/2005 – 10/2008) Certificate in Credit Proficiency

*Basics of Credit Assessment and Sanctioning Principles.*

Certificate in Digital Banking.

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| **EDUCATION** |  | **LANGUAGES** |  |
| **Bachelor, Science in Information Technology.** | English |  |
| Uganda Christian University |  | *Full Professional Proficiency* |  |
|  |  |  |
| *09/2011 – 07/2014* | *Mukono, Uganda.* |  |  |
| **Uganda Advanced Certificate of Education.** | **INTERESTS** |  |
|  |  |
| St.Henry's College Kitovu |  | Networking, reading blogs and articles |  |
| *02/2009 – 12/2010* | *Masaka, Uganda* |  |  |



Reskilling through seminars and exhibitions