RICKY

| **Nationality:** British

# Profile

A dynamic and seasoned multilingual professional who has relocated to the UAE. Looking to excel further in the business development and strategy sector. I have acquired up-to-date knowhow on marketplace practices within global corporate firms and the government with organisations such as Deloitte, Fidelity International, Ministry of Justice and HSBC Investment Bank. As a target orientated individual, I am passionate to achieve, exceed expectations and work to grow within my role. I strive for the best results in an environment by ensuring that I am highly organised for all tasks to be completed in detail and to the highest standard

# Employment History

**Jan 2020 – July 2020**

# Business Development Manager, Dubai

* Achieving and boarding new clients for the firm selling investment and insurance products and services
* Working in partnership with my paired IFA, assisting our existing client base and generating more business in a self-generating prospect structure
* Skillset of strong work ethic, a polite telephone manner, and being self-motivated

# Jan 2018 – Aug 2019

**Adecco, Account Manager, Sales Manager - Client-side (Contract Position), London**

* Developing new business from analysis of account potential; initiating, developing, and closing sales, generating new applications and sales strategies
* Sales initiation process adapted by building relationships, qualifying potentials and scheduling appointments
* Responsibility as the point of contact for clients and coordinating with team members working on the same account to ensure consistent service
* Achieving sales revenues excess of £7m across a number of companies’ accounts
* Enhanced sales department’s policies and procedures by accomplishing new methods of client development and service

# Oct 2016 – Dec 2017

**Tiny Twinkles, Business Development Manager, London**

* Researching business opportunities and viable income streams for the commercial business premises
* Developing growth of sales strategies to ensure an increased client base
* Achieving excess £40k p/a through premises rentals via multiple income streams
* Overseeing the successful development of the commercial building with an £80k project budget, adhering to the business proposal
* Utilising business acumen by demonstrating financial accountability through managing budgets and resourcing with minimal senior oversight

# Jan 2015 – Sept 2016

**Ministry of Justice, Case Officer SME Compliance & Collections (Contract Position), London**

* Promotion to SME in Aug 2015
* Achieving excess £20k recovery monthly since being an SME
* Personally achieving excess monthly overproduction of 25% for HMCTS’s imposition recovery
* Significant team contribution in recovery of over £100m+ HMCTS/HMRC remediation accounts
* Highly sensitive data handling, Crown and Magistrates’ courts, following protocol to comply with GDPR

# Apr 2014 – Dec 2014

**Deloitte, Case Officer (Contract Position), Surrey**

* Successful team contributions excess of £200m+ rebated to consumers from defaulted regulated investment firms
* Implementation of ‘cradle to grave’ complaints processes resulting in operational efficiencies
* Implementation of policies, procedures and framework

# Apr 2013 – Apr 2014

**Tiny Twinkles, Business Development Manager, London**

* Increasing client base by developing new and retaining relationships with existing clients
* Generating leads and contacting prospective clients upon identifying and mapping business strengths and needs
* Development and maintenance of sales strategy and client documentation and records for successful management of the company

# Aug 2012 – Mar 2013

**Travelling, Worldwide**

* Visited 6 countries and achieved philanthropic aspiration of donating to welfare, education and volunteering through social enterprise communities

# Jan 2010 – Aug 2012

**Deloitte, MI Analyst, Operations Analyst, Senior Associate, London**

* Promotion to Senior Associate in Nov 2011
* Creating weekly/monthly/quarterly MI for a team excess of 50 staff, reporting results including variance efficiency PM
* Responsible for on-boarding and training new colleagues
* Providing analysis for performance including tracking productivity, liaising with management to ensure project SLAs
* Establish and implementation of policies, goals, objectives and procedures
* Responsible quality assurance across a number of projects simultaneously

# Oct 2009 – Dec 2009

**Close Brothers, Client Services Associate (Temporary Position), London**

* Managed high level of in/outbound calls and solutions across investment funds and securities trading products
* Managing clients’ day- to- day banking requirements to meet deadlines, including account opening and KYC, taking into account of financial regulations
* Preparing client reports and product documentation

# Mar 2009 – Oct 2009

**deVere and Partners, Financial Sales Coordinator, Dubai**

* Personally achieving 400k AED in investment billing with my paired IFAQ
* Achieved one the fastest billers within a team of 30 in several days
* Operational responsibilities across investment provider liaison, coordinating IFA management

# Jun 2008 – Mar 2009

**Fidelity, Contact Centre Associate, Surrey**

* Additional product knowledge of OEICs, ISAs, Investment and Unit Trusts, Tracker Funds
* Knowledge gained on consumer products; Bonds, Equities, Mutual Funds
* Completion of FSA induction on standards and regulations with AML training

# Nov 2007- Apr 2008

**HSBC, Derivatives Analyst (Temporary Position), London**

* Investigating OTC and ETD Futures and Options, $2m+ discrepancies were corrected
* Developed product knowledge for analysis of Commodities and CFD trading
* Statement reconciliation of CDS, amounts reconciled exceeded $500m+

# Education and Certifications

**Sept 2018, Scrum Alliance, London**

Certified Scum Master (CSM)

# Sept 2018, Axelos, London

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# Sept 2007, Middlesex University, London

BSc (Hons) Business Economics

# Jul 2002, Kingsbury High School, London

A Levels in Economics, French, Geography

# Jul 2000, Kingsbury High School, London

10 GCSEs including English, Mathematics and Sciences

# Additional Skills

**Languages:**

English (Native), French (Fluent), Hindi (Fluent), Gujarati (Fluent)

# IT:

Proficient user of all Microsoft Office systems, Xero, Bloomberg, Sales Logix, Workflow, Caseflow, Account Enrolment, Paladign, Acumen, Sage, Citirx, Oracle, Lotus Notes

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