CURRICULUM VITAE

NOMAAN

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Dubai,UAE

*(Ready to Join Immediately)*

**CAREER OBJECTIVE:**

Aspiring to work in a professionally challenging environment to prove my skills and hardworking capabilities and also aid in achieving the organizations vision and to grow with the organization**.**

**CORE SKILLS**

* Business Development
* Online/Digital Marketing
* Direct Marketing
* Sales Management
* SEO/SEM
* Marketing Communicate
* Marketing Development
* Customer Relationships
* Contract Negotiations
* Training &Mentoring

**WORK EXPERIENCE:**

1. Worked as a **Store Manager** From Oct 2016 to Sep 2018.

**Performance Responsibilities:**

* To understand the customer service principles
* To handle problems and questions to customers
* Team Development, facilitating staff learning training, and development
* Problem solving, handling unusual circumstances
* Meeting sales goals by training, motivating, mentoring and providing feedback to store staff
* Ensuring high levels of customers satisfaction through excellent service
* Report on buying trends, customer needs, profits etc
* Propose innovative ideas to increase market share
* Deal with all issues that arise from staff or customers (complaints, grievances etc)
* Be a shining example of well behavior and high performance
1. Worked as a **Phone Banking Office**r from Jan 2019 to Sep 2019

**Performance Responsibilities:**

* Handles customer complaints properly and performs
necessary investigation
* Manages and report suspicious fraud cases, major
incidents and customer feedback to respective internal counterparts timely
and properly
* To identify customers needs and match their needs with appropriate products and services
* To acquire new customers through sales and marketing activities Help identify competitive gaps, service issues, business opportunities, and challenges to share with stakeholders
* Work with other parts of the bank to ensure customers needs are identified and surpassed
* Strong capabilities to identify clients’ needs and provide need-based solutions with high standard customer experience
* Assist customer satisfaction and retention through successfully researching and resolve customer issues as well as inquiries.
* Maintain and manage well-developed professional knowledge of entire products and services line offered.
* Head responsibility to update and request support for further development requirements.
* Oversee account opening, account closing, and product sales activities.
* Work in compliance with bank policies and procedures.

**EDUCATION:**

|  |  |  |
| --- | --- | --- |
| **Qualification** | **University / Board** | **Year of Passing** |
| B. Tech (CIVIL) | Lords Institute of Engineering & Technology | 2017 |
| Intermediate (M.P.C) | Board of Intermediate Education | 2013 |
| S.S.C | Board of Secondary Education | 2010 |

**TECHNICAL SKILLS:**

* MS-Office ,Advanced Computer skills with excellent typing.
* AutoCAD

**PERSONAL SKILLS:**

* Excellent written and verbal communication skills including the ability to listen effectively; to confidently and diplomatically express opinions and voice and concerned with other team members.
* Ability to troubleshoot problems and find speedy resolutions In high- pressure situations.
* Ability to concentrate follow customers issues without distraction to resolution.
* Create and analytical problem solver with a passion for excellent customer services.
* Strong Project Management, Problem-Solving, Delegation And Communication Skills.
* Equally Effective Working Either Autonomously Or As A Team Member.
* Excellent At Working In A Team Setting To Meet Deadlines.
* Sincerely Enjoy Developing And Maintaining Good Client Relations.

**PERSONAL PROFILE:**

Date of Birth : 17 Dec 1993

Gender : Male

Marital Status : Single

Nationality : Indian

Visa Status : Visit Visa ( till 11 January 2020 )

Driving licence : Indian (2+4) more than 5years

Language Known : English, Hindi

# DECLARATION

I hereby declare that the above stated particulars are true to the best of my knowledge and belief and given a chance to serve your organization, I shall do my best.

**Date:**

Place: Dubai,UAE (Nomaan)