

**Clynton**

**Clynton.**276060@2freemail.com

**Objective:** To seek a challenging career position in Managerial position from a dynamic company that offers long-term opportunities for professional growth in recognition of dedication, drive, and superior performance.

**Professional Profile**

# Dynamic 12 years career reflecting pioneering experience and excellent performance with leading companies in U.A.E. Recognized as an excellent performer consistently satisfying customers and their needs. Know to have a recognized talent for developing and implementing strategies, to propel a company to a position of leadership within its respective market and simultaneously achieve corporate goals. Consistently exceeded expectation, developed interactive business relationships with senior executives implemented creative customer retention strategies for a competitive marketplace.

**Key Competencies**

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| --- | --- |
| ♦ Customer Service Strategies Development & Implementation ♦ Strategic client service Planning ♦ Cross-Cultural Work Environments ♦ Dealing with complaints ♦ Always building customer loyalty. **Work Experiences** | ♦ Corporate client Management♦ Staff supervision & Training ♦ following up with customer after sales service and customer satisfaction ♦Team Building and Leadership ♦ Profit Building & Sales Growth   |

**Company : Al Habtoor Motors**

**Duration : August 2013 – till date**

**Designation : Finance & Insurance Specialist**

**Key Responsibilities:**

* Core responsibilities are handling showrooms ' **Finance & Insurance Deal**.
* Keeping track of all finance deal they don’t have any issues while processing and ensure that the bankers are giving priority thru fast and immediate approvals.
* Scan through Customers Documents before applying to the bank and identifying any liabilities or issues in the documents, so to get smooth and quick approvals.
* After scanning through all the documents need to recommend the ideal bank suitable base on customers’ case.
* Responsible for cross selling (Gap & Insurance) to customers.
* Handling Self Employed & Company Deal Customers, who want bulk or individual vehicles.
* Ensure that the 2nd set immediately go to the bank, after approving of the loan and released the car to the customer, so that the bank can release their payment as soon as possible.
* Keeping abreast of all the banks interest rates & promotions running with the company and with other companies.
* Sending reports to the management all the deals approved, declined or in process in the bank.

**Company : Barclays Bank**

**Duration : February 2010 – June 2013**

**Designation : Assistant Team Leader - Business Development**

**Key Responsibilities:**

* Core responsibilities are handling companies' premier accounts and their high profile staff
* Keeping a track that they maintain an average balance in the account which is required also keeping a track of their credits and debits in the account, plus seeing to it that they keep depositing funds into the Account time and time again
* Responsible for all types of loans e.g. Salary Transfer Loans, Post Dated Loans, Buy out Loans, and Top up Loans
* Also responsible for cross selling, (Credit Cards, Account Openings, payroll Accounts).
* Analyzing the business potential of target market segments, for the sale of consumer products
* Developing sales and marketing plans as per the given targets. and handling team with all products skills
* Keeping the management abreast of other banks offers in the market and proposed changes in policies and pricing to keep up with the competition.
* Preparing and presenting reports on the needs, resources, buying habits and preferences of the customers, to the management in order to enhance sales performance

**Company : RAK Bank**

**Duration : June 2004 – November 2009
Designation : Relationship officer**

**Key Responsibilities:**

* Responsible for promoting sales of **Retail Banking Products**: **Personal Loans/Credit Cards (Titanium)/Payroll Accounts** in the territory of entire UAE through Individual / Corporate / SME / Self employed / Doctors and cross selling of other consumer banking products.
* Generate new business to achieve defined sales targets.Plan and execute comprehensive sales development strategy to successfully ignite growth and profits through promotion and marketing of Retail Banking Products.
* Consistently exceeded Sales, Service and Quality daily, monthly and yearly targets.
* Handle all types of loans like Salary Transfer Loans, Post Dated Loans, Buy out Loans, and Top up Loans.
* Acquire, grow and deepen Banking Relationships through effective relationship management with special focus on the analysis and satisfaction of customers’ financial needs.
* Perform assessment of the quality, potential and profitability of new relationships as well as the existing portfolio.
* Ensure that the service standards of Bank are met and maintained and no undesirable business is sourced.
* Responsible for review, analysis and processing of personal credit card, payroll account application, scrutiny of security documents for Credit Cards.
* Conduct independent review of customers. Evaluate customer’s financial status such as liquidity, profitability, credit history and cash available before recommending for approval.

**Achievements**

* Barclays Appreciation Certificate – Outstanding performance in Sales for Quarter 1 2011
* Barclays Appreciation Certificate – Outstanding performance for July 2011
* Barclays Sales Award 2011 – Start of the Year in Consumer Loans
* RAK Bank award certificate - 1st Runner up in direct sales Cards
* RAK Bank award certificate - 2nd Runner up in direct sales Balance Transfer & Credit Card Cheque

**Education Experience & Certificates**

**University:**

**Banasthali University, Dubai UAE**

*Bachelor of Business Administration - 2013-2015*

**Riga Aviation University, Riga, Latvia**

*Computer & Radio Electronic Engineering - 1996 - 2000*

**Secondary Education:**

**Arab Unity School (U.K) Affiliated**

*London Examinations General Certificate of Secondary Education - O Levels - Graduated 1995*

**Additional Certifications**

**Zenith Training Institutions:**

Software Constructs and Tools/Novel Local Area Network, /Computing Solutions, /System Analyses,

Media & Internet Development/Visual programming/Networking

Barclays Bank - Barclays Retail Rising Strategies

**Technical Systems :** Proficient in Microsoft-Office (Word / Excel)

**Personal Information**

Date of Birth : 4th October 1978

Nationality : Indian

Marital Status : Married

Languages known : English, Hindi, Russian and Basic in Arabic.

With valid UAE driving license