

Resume

Mohd Obed Khan

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Seeking positions to achieve perfection in prospective field with Innovative lookout, exposure and experience in today's competitive world.

MAJID AL FUTTAIM (Najm cards)

As a Senior Sales Officer since Jan 20 to May 20. Customer service, Support and Sales (Credit Cards). Dubai, (UAE).

- Marketing of financial Products (**Credit Cards & Personal Loan**)
- Daily sales report and update for submissions.
- Visiting of listed companies in order to generate new business.
- Working all over UAE in order to achieve the business goal.
- Maintaining call reports on daily basis.
- Doing business (**on calls**) as well as on fields (**Direct Sales**).
- Managing for the visits in companies as well as Branches for New & Old Sales promotions.
- Achieving the target & increased the business every month.
- Promoting the Brands & Encouraging the sales through various promotional activities.
- Following up with the customer for selling and for payment, Maintaining of good relation with clients.

ABU DHABI ISLAMIC BANK

As Islamic Finance Executive since Jan 19 to Nov 19. Customer Service, Support and Sales Target (Covered Cards). Abu Dhabi (UAE).

- Discussing the financial requirements and providing financial advice to clients
- Assessing and reviewing financial circumstances
- Authorizing and evaluating overdrafts and loans
- Developing a network of local business contacts
- Promoting the financial services
- Managing budgets and meeting targets
- Maintaining statistical and financial records
- Dealing with complaints.
- Create strategies to grow business opportunities.
- Build new customer relationships
- Retain existing customers.
- Resolve customer issues.
- Ensure customers' financial needs are met.

ISLAMIC FINANCE HOUSE

As Retail Sales Executive since Oct 2017 to Oct 18. Customer Service, Support and Sales Target for BRANCH (Credit Cards & Personal Loans) Abu Dhabi (UAE).

- Marketing of financial Products (**Credit Cards & Personal Loan**)
- Authorizing and evaluating overdrafts and loans
- Developing a network of local business contacts
- Promoting the financial services
- Managing budgets and meeting targets
- Maintaining statistical and financial records
- Dealing with complaints.
- Create strategies to grow business opportunities.
- Build new customer relationships
- Retain existing customers.
- Resolve customer issues.
- Ensure customer's financial needs are met.
- Develop and monitor bank sales strategies.
- Manage and monitor loan portfolio.

Dunia Finance

As a Relationship Officer since Dec 2016 to May 2017. (Credit Cards & Personal Loans) Abu Dhabi (UAE).

- Marketing of financial Products (**Credit Cards & Personal Loan**)
- Daily sales report and update for submissions.
- Visiting of listed companies in order to generate new business.
- Working all over UAE in order to achieve the business goal.
- Maintaining call reports on daily basis.
- Doing business (**on calls**) as well as on fields (**Direct Sales**).
- Managing for the visits in companies as well as Branches for New & Old Sales promotions.
- Achieving the target & increased the business every month.
- Promoting the Brands & Encouraging the sales through various promotional activities.
- Following up with the customer for selling and for payment, Maintaining of good relation with clients.

Convergys India Services

Worked with Convergys India services Pvt. Ltd. As Senior Customer Service and Support Associate II from Sept 2012 to Aug 2015 in New Delhi.

Customer Relationship Management

- Assessing the customer by fulfilling the queries through mails.
- Streamlining the system and procedures for effective management through interrelated systems.
- Maintenance of data base of emails made on Day to Day basis for customer support and satisfaction.
- Maintaining effective co-ordination with all the sections of the company to maintain a proper flow of information.

Client Servicing

- Directly dealing with the customers to understand their requirements, developing process to maximize customer satisfaction levels.

Team Management

- Imparting on job training to the work force for enhancing their productivity and operational efficiency through knowledge enhancement/skills building and in house competitors.
- Monitoring & motivating teams to optimize their contribution levels.
- Educating under line work force for effective customer services.
- Maintaining ORS on weekly basis

General Administrator

- Coordinating with the internal cross-functional departments for smooth working of day-to-day business operations.
- Keeping a tab on preparation of relevant documents such as MIS, reports, plans etc.

ACADEMIC BACKGROUNDS

- Bachelor of Commerce (B.COM) from Monad University, Hapur (U.P) in 2013.
- Intermediate & High School from CBSE Board, Bareilly.

- Traveling & Driving
- Listening to music.
- Exploring friends & interaction with peoples of diversified background

- Many times, a Top Performer in Convergys India Pvt Ltd.
- Continuously achieving sales target with good incentive.

- English, Hindi and Urdu.

Father Name	: Mr. Sami Ullah Khan
Mother Name	: Nasreen Begum
Gender	: Male
Marital status	: Married
Date of Birth	: 7 JUNE 1988
Passport Number	: M7780487
Passport Expiry Date	: 18/03/2025
UAE driving license	: Valid Driving license (Manual)

Date: (Mohd Obed Khan)