

Mohammad Kamran Faiz

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To obtain a position that will enable me to use my strong organizational skills, educational background, and ability to work well with people.

CAREER SUMMARY:

- A dynamic professional with 13 years of diversified work experience in Customer Services/Client Management/Debt Collection/Telesales/Sales Coordination and Operations.
- Skilled in networking with existing and prospective clients.
- Service oriented with excellent communication and interpersonal skills.
- Open to understand and adapt to new social and professional cultures.

STRENGTHS:

- Adaptability to the environment.
- Strong team work, leadership and communication skills.
- Willingness to learn and adapt to new challenges.

KEY SKILLS:

- Use of Data Management tools and functions –
 - Vlookup
 - Hlookup
 - Pivot Table
 - Conditional Formatting
 - Data Formatting
- Daily/weekly/Monthly Team performance reporting using MS Excel.
- Managing customer centric operations & ensuring customer satisfaction by delivering quality service.
- Attending to clients' complaints and undertaking steps for effectively resolving them.
- Achieving the sales target as set by the department.
- Well versed with researching, sourcing and compiling data from the Internet.

WORK EXPERIENCE:

MASHREQ BANK DUBAI, UAE

Designation: Processor Insurance Operations November 2019 – Present

- Error free processing of Insurance Application – Life and General Insurance for UAE. Checking of reports from Banca and other banking systems/tools. Update the status of the applications in Share Folders/Banking systems.
- End to end processing of Life Style Product for OIC sold by Mashreq sales team.

- Maintaining data for Motor Insurance from AXA/OIC/QIC.
- Responsible for back end related processes for MetLife's DM products and OIC's Digital Insurance performed for Insurance Operations,
- Responsible for all back-end process of Digital Insurance Products.
- Tracking of reject cases for further coordination and reattempt.
- Responsible for maintenance and reporting of daily process MIS/Reports.
- Processing and uploading of successful leads to Cyber Source System and other payment platforms.
- Responsible for review and verification of credit card/debit card related details, such as expiry date, card type, card number etc.
- Handling Maintenance/servicing related to documentation for retail operations.
- Daily reconciliation of cold report.
- Responsible for handling unit's documentation and record keeping.
- Follow up with frontline sales team for pending documents and unauthorized cases in the system.
- Original policies dispatch to RMs, handover assigned policy documents to respective departments in the bank.

MASHREQ BANK DUBAI, UAE

Designation: Sales Coordinator July 2018 – November 2019

- Coordinating sales team by organizing clients files and documents, and communicating client information to reps, management, or other staff as needed.
- Handling processing for Fresh Credit card/Account Opening/Personal Loan/Insurance Application at the initial stage.
- Checking each application as per Bank Policy and criteria.
- Maintaining data for all the applications and sharing day end report with the higher Management on daily basis.

MASHREQ BANK DUBAI, UAE

Designation: Phone Banking Advisor Feb 2017 – July 2018

Responsibilities & Achievements:

- Responsible for taking inbound calls from UAE/QATAR/EGYPT/BAHRAIN/KUWAIT Customers.
- Resolving the queries related to Bank Account/Credit Cards/Loans and by providing First Call resolution.
- Handling customer complaints and fording them into relevant queues to resolve.
- Escalate relevant relationship issues to the senior and Team Leader.

BARCLAYS SHARED SERVICES Pvt. Ltd.

Designation: Process Advisor May 2013 – Aug 2016

Responsibilities & Achievements:

- Responsible for taking inbound calls from UK Customers
- Resolving the queries related to Lost/Stolen Debit/Credit Cards and setting up Dispute on Fraudulent Card transactions.
- Handling Emergency Cash Queries for the customers.

- Escalate relevant relationship issues to the senior and Team Leader.
- Was aligned as Floor Walker based on the performance to help the new colleagues with their queries. Active Participant of 'Mentor Mentee Program' – Mentored 5 Advisors to improve process performance & quality work.
- Supported new batches and helped them to come up their learning curve, while sharing best practices & customer experiences.
- Handling team in the absence of manager, sharing process updates in buzz sessions and catered to the swap requests as well.

HCL TECHNOLOGIES

Designation: Sr. Executive Jan 2012 – May 2013

Responsibilities & Achievements:

- Responsible for taking calls for collection of Macy's Credit Cards
- Making Reminder calls to the customers whose payment was due.

CONNECTIONS TELESERVICES

Designation: Sr. Executive Aug 2009 – Dec 2011

Responsibilities & Achievements:

- Making Outbound calls to customers in USA to refill their medications.
- Completing daily and monthly targets.
- Calling the customers on regular basis to refill their prescription.
- Took the highest amount of incentive in 2010.
- Given process training to three bathes sharing the sales skills.
- Worked and trained BQ advisors to increase sales.

AGILE OUTSOURCING Pvt. Ltd.

Designation: Sr. Executive Aug 2007 – Jul 2009

Responsibilities & Achievements:

- Making Outbound calls to customers in USA to refill their medications.
- Completing daily and monthly targets.
- Calling the customers on regular basis to refill their prescription

EDUCATION:

- 2015-2017: SUBHARTI UNIVERSITY – MBA (OPERATIONS & MARKETING)
- 2007-2010: CSJMU KANPUR, GRADUATION – B.A. (ARTS)
- 2005-2006: U.P. BOARD, INTERMEDIATE – PCM
- 2003-2004: U.P. BOARD, HIGHSCHOOL – SCIENCE

COMPUTER PROFICIENCY:

- Six Months Diploma in Computer Application (DCA)
- Able to work on operating systems such as Windows,98/ XP/VISTA/WIN 7 & 8
- Very Good knowledge of Ms Office Tools (Word/Excel/PowerPoint/Outlook)
- Good Typing Speed (24 WPM)

PERSONAL DETAILS:

Date of Birth	: December 18th 1987
Languages	: English, Hindi, Urdu
Hobbies	: Listening to music, Playing Cricket
Nationality	: Indian
UAE Driving License	: Yes

Date:

Place:

(Kamran Faiz)