

MAHAMMAD KHALANDAR M.K

Sales and Customer Service Professional with extensive experience of 14+ years in sales and customer service bringing around 5+ years in Banking Sector In UAE. Currently seeking a position of Sales Coordinator, Admin Manager, Customer Service Executive, Document controller in Banking, Healthcare, Logistics, Hospitality, Construction, Real Estate sectors in UAE.

EXPERIENCE

9 BUTTON PHONE STORE | KERALA | INDIA

Industry – Retail (Mobile Phones & Accessories)

OUTLET MANAGEMENT & SALES

January 2019 – Present

- Merchandised store displays to keep the store environment visually appealing and optimised for equipment promotions.
- Answered customer questions and addressed service issues and complaints in person and via phone.
- Sell a wide range of phones, accessories, tablets and air cards to customers.
- Assist customer in selecting products that best fit their lifestyles, preferences and personal needs.
- Easily handling technical task such as transferring, setting up new phones with updates and account connections.

COMMERCIAL BANK OF DUBAI | DUBAI | UAE

Industry – Banking

RELATIONSHIP OFFICER (PERSONAL BANKING - BANCASSURANCE)

October 2016 – August 2017

- Evaluate customers' financial needs, provide banking solutions and refer them to the appropriate branch officers as needed.
- Clearly explain product and service benefits, requirements and restrictions, changes and other related product information to clients and bank employees.
- Reach out to prospective retail banking customers and establish business relationships.
- Work collectively with Bank Sales / operations team and conduct joint sales calls as a team to achieve business numbers.
- Prepare regular sales report, obtain and provide market, customer and competitor information and feedback to management to facilitate decision making.
- Analyse documents submitted by customers ensuring all Check list, formalities and documentation in line with SOP manuals and SLAs.

DUBAI ISLAMIC BANK | DUBAI | UAE

Industry - Banking

SENIOR SALES ADVISOR (CONSUMER BANKING, BANCASSURANCE)

December 2014 – August 2016

- Selling of Banca Takaful products to current and prospective customers and contributes towards monthly targets.
- Create marketing strategies to achieve sales targets of a bank.
- Attained existing client financial targets and generated new client base
- Identify potential clients through database follow up leads and telephone / personal contacts, cold calls and advise them about the benefits of the bank's specified products.



GET IN TOUCH

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EXPERTISE IN

CUSTOMER SERVICE

PRODUCT KNOWLEDGE

CUSTOMER DUE DILIGENCE

RELATIONSHIP MANAGEMENT

DOCUMENTATION

TEAM MANAGEMENT

BRANCH BANKING OPERATIONS

CROSS - SELLING

FINANCIAL ANALYSIS

RISK MANAGEMENT

KYC & AML

ADVANCED IT SKILLS

TRAINING & DEVELOPMENT

EDUCATION

2000 - ADVANCE DIPLOMA IN COMPUTER APPLICATION

Department of Pre-University Education | India

ACHIEVEMENTS

- More than 10 years of extensive experience in operations and sales domain in UAE.

- Acquisition of customers from the local market and selling & cross selling banking & third party financial products.
- Analyse documents submitted by customers ensuring all Check list, formalities and documentation in line with SOP manuals and SLAs.
- Attend various training and learning programs to close the skill gaps to ensure proper awareness about the products.
- Ensure a high level of portfolio credit quality is maintained across the sales activities.

FITNESS FIRST (LANDMARK GROUP) | DUBAI | UAE

Industry – Wellness & Care

CUSTOMER SERVICE EXECUTIVE

September 2012 – October 2014

- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution.
- Keep records of customer interactions, process customer accounts and file documents
- Handling Sales and Collections Report.
- Organize and participate in the details of special events including travel arrangements and corporate agendas.
- Track and maintain attendance and annual vacation records of all the departments of the organization.

ADDITIONAL EXPERIENCE

ROAD TRANSPORT AUTHORITY (RTA) | DUBAI | UAE

Industry – Government

CUSTOMER SERVICE EXECUTIVE

August 2007 – September 2012

KARNATAKA COMPUTER EDUCATION | KARNATAKA | INDIA

Industry – Education & Training

COMPUTER FACULTY

October 2003 – July 2006

MANIPAL COMPUTER ACADEMY | KARNATAKA | INDIA

Industry – Education & Training

COMPUTER FACULTY

November 2001 – August 2003

IT SKILLS

- Microsoft Windows (95/98/2000/XP)
- Microsoft Office (95/98/2000/XP)
- Accounting software Tally 5.4 and 6.3
- C Language
- Oracle 7
- Foxpro
- Internet and Project
- Installation of various software

PERSONAL INFO

Nationality: Indian

DOB: 15th February 1983

Gender: Male

Civil Status: Married

Visa Status: Visit Visa

Visa Expiry: 24-04-2022

Languages: English | Hindi | Tamil | Malayalam | Kannada

REFERENCES

Available on request.