



MOHAMMAD AZEEM

ABM AL-GHURAIR

Business Bay

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PERSONAL SUMMARY

To infuse the entrusted functions effectively and efficiently, to get a position from where I can contribute my Skills towards the development of the organization and to improve constantly and update myself to become a Valuable asset of the organization

WORK EXPERIENCE



Assistant Branch Manager

Dubai, United Arab Emirates

From 2017 Onwards

Responsibilities

- Assisting the Manager for achieving the target given by the top management and increasing the income of the branch.
- Deliver an error-free customer services aimed at providing an uncompromised satisfaction on customers but not compromising the policies and procedures
- Identify and assess customer's needs to achieve satisfaction.
- Build Identify sustainable relationships of trust through open and interactive communication
- Meet personal/customer service team sales targets and call handling quotas
- Handle 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
- Follow communication procedures, guidelines and policies
- Take the extra miles to engage customers.
- Handling cash and maintaining daily reports.
- Manage office operations to ensure efficiency and productivity.
- Adherence to a complaint-free and fast, but error free delivery of services
- Process the transactions, i.e. foreign currency exchange, money transfers, of all kinds, and collection of payments, inward remittance payments.
- Cross-sells the products and services.
- Solves problem items and answers customer's inquiries.
- Create a warm, welcoming and friendly customer centric branch environment
- Maintaining sound relationship with the customers

Responsibilities

- To meet clients for corporate business, finance and convincing them to get the business.
- Providing solution to complicated problem and keeping up the quality level are the responsibilities of this work.
- Work involved taking calls from diverse customers and providing instant solutions.
- Convincing customers, resolving the customer queries and get business from them.
- Work involved maintaining market survey depending upon customer demand, formulating sales report for sales team and developing fresh strategies for accelerating the sales of the company.
- Keep records of customer interactions, process customer accounts and file documents.
- Adherence to a complaint-free and fast, but error free delivery of services.
- Cross-sells the products and services.
- Solves problem items and answers customer's inquiries.
- Maintaining sound relationship with the customers

TRAININGS

- Completed training of Customer Service in AL GHURAIR EXCHANGE LLP (DUBAI,U.A.E)
- Completed training of AML ,Counterfeit, Customer due Diligence of central Bank of UAE in ALGHURAIR Exchange LLP

EDUCATION

B.C.A in Computer Science

H.N.B. Garhwal University, India

2009

LANGUAGES

- **English** Full
- **URDU** Intermediate
- **ARABIC** Elementary

DECLARATION

I hereby declare that the details furnished above are true and correct to the best of my knowledge and belief and I undertake to inform you of any changes therein, immediately

Mohammad Azeem