

RESUME

Nashra Siddiqui
Mobile no- 0501702709
Nationality- Indian
Email- Qnatty1@gmail.com

Job seeker that is Performance driven with Strong leadership qualities and high personal and career goals.

Objective

Self-motivated and hard-working individual seeking a career with a progressive and dynamic organization that can utilize my relevant experience and skills, while offering me learning, growth and intellectual satisfaction.

Education

2005 Graduation in English literature.

2007 Masters in English literature.

2010 MCA from NIIT computer institute.

Professional Excellence Summary

Widespread knowledge and skill in the high performance Finance based industry with a verified ability to enhance sales. Capable of obtaining outstanding sales resulting through direct phone calls to users and organization of third-party allocation network.

- ☐ Enriching work experience in Customer Services.
- ☐ Tele-calling, Tele-marketing, marketing know-how.
- ☐ Excellent time and priority management skills.
- ☐ Ability to work independently and perform multitasks.
- ☐ Excellent computer skills.
- ☐ Having positive attitude, good judgment and strong work ethics.
- ☐ Exceptional interpersonal, verbal communications and interactive skills.
- ☐ Achieving targets and sales quotas consistently
- ☐ Quick learner, with an ability to easily grasp and put into application new ideas, concepts, methods and technologies. Dedicated, innovative and self-motivated team player/builder.
- ☐ Diligence – Ability to meet deadlines.
- ☐ Fluent in Written and spoken English, Urdu, Hindi and minimum Arabic.

Work Experience & Areas of Responsibilities:

- ☐ Deliver world class customer service and build customer satisfaction and loyalty.
- ☐ Provide effective and timely resolution of a range of customer inquiries.

- ☐ Complete ongoing training to stay abreast of product, service and policy changes.
- ☐ Strike a positive and cooperative tone with both customers and coworkers.
- ☐ Demonstrate best judgment in the disbursement of adjustments and credits.
 - Assisted wireless cell phone customers with items such as adding minutes and troubleshooting.
- ☐ Responded to customer inquiries and requests and resolved issues efficiently and professionally.
- ☐ Exercised strong interpersonal communication skills with customers and department personnel.

1) Barclays Bank PLC, Dubai – Personal Finance Advisor TELESALLES

(Personal Loans)

Reporting to the Regional Sales Manager Feb 2010 till August 2011 UAE.

2) Citibank Credit cards and Insurance officer from September 2011 till June 2012 UAE.

4) Kotak Mahindra DIFC Dubai from August 2012 to May 2014 as Deputy Manager UAE.

5) Dubai Islamic bank –Insurance officer handling life and auto insurance products from June 2014 till July 2020 UAE.

Key Responsibilities:

- ☐ Promoting Life and auto insurance to individuals and Corporate Clients.
- ☐ Speedy handling of customer grievances in coordination with the concerned dept.
- ☐ Providing timely information to customers hence saving them precious time
- ☐ Part of the core competence group
- ☐ Prioritize functions to ensure all processes are complete within the stipulated time frame.
- ☐ Associating with prospective clients and increasing business terms with them.
- ☐ Interact and communicate with other branches and departments to find out the source of internal problems and check their re-occurrence.
- ☐ Systematic knowledge in the services related to sales, account attainment, and administration; dependable development of product and industry facts, reactivation of accounts that have been kept as dormant, and the improvement in sales techniques.
- ☐ Achieving high-end sales value.
- ☐ Increasing sales and support service and networks.

ACHIEVEMENTS:

- ☐ Achieved the honor of The Best Sales Person of the Company for the month in June 2010 for excellent customer services by the head of Service Quality, Barclays Bank.

☐ Consistent performance in selling Personal Loans and putting up good numbers on the chart.

Computer Skills

☐ Certificate holder in MS. Office, VB, .NET and java.

☐ Experienced user of different Microsoft Windows and Office based applications; Windows Vista, Windows XP Pro, Windows .NET, Microsoft office 2013, etc.

References:

To be provided upon request

Visa Status:

On company visa