

DANIYAL MATEEN

E-mail: daniyalmateen@hotmail.com

Mobile: +971 522874759



Profile

A results-orientated sales and customer service professional. Adept at building immediate rapport with prospects, determining needs and close and manage sales and customer service and relationship expert. Proven ability to manage a high volume workload in a calm and constructive manner with a solid record of success in trouble shooting and problem resolution. A committed team member who consistently achieves customer service and sales goals and adds significant value to in customer relationship.

Highlights

- ✦ Capable of sales, manage sales and keeping after sales relationships with customers.
- ✦ Able to demonstrate a high standard of customer service and complaint handling.
- ✦ Competent user of MS-Office (Word, Excel, Outlook).
- ✦ Leadership, decision making skills and attention to detail.
- ✦ Strong Follow-up and Monitoring, team, time and event management.
- ✦ Prioritize opportunities to generate business.
- ✦ Capable of following procedures and systematic processes.
- ✦ Positive attitude, energetic and self-motivated.

Experience Snapshot

SALES EXECUTIVE , TANFEETH (EMIRATES ISLAMIC BANK)	Nov 2020 - Present
SALES COORDINATOR , TANFEETH (EMIRATES ISLAMIC BANK)	July 15 – Oct2020
TRAVEL CONSULTANT , PIA (Pakistan International Airline)	Dec 13 – Sep 14
BUSINESS DEVELOPMENT EXECUTIVE , Sbt Japan	May 11- Dec 12
CUSTOMER SERVICE REPRESENTATIVE , Warid Telecom Pvt Ltd.	Apr 08- May 11
CUSTOMER SERVICE REPRESENTATIVE , PTCL (Pakistan Telecommunication Ltd)	Aug 07- Apr 08

Experience Summary

Tanfeeth-(Emirates Islamic Bank)-Sales Executive

01-Nov-2020 to Present

- ✦ Daily sales planning (calling customers)
- ✦ Engage and educate customers on product
- ✦ Convey brand information to customers and respond to questions/inquiries that arise
- ✦ Responsible for daily/monthly sales targets
- ✦ Prioritize and schedule proactive calls to organization's accounts
- ✦ Update and manage contact database with accurate profiles, notes, and relevant information
- ✦ Undertake training on the firm's markets and products, and improve on selling skills
- ✦ Monthly target execution brand wise.
- ✦ Follow up with all customers.

- ✚ Using outdoor team for marketing intelligence.
- ✚ Listening to customer requirements and presenting appropriately to make a sale.
- ✚ Satisfying customers by providing desired information.
- ✚ Maintaining and developing relationships with customers via telephone calls and emails.
- ✚ Gaining a clear understanding of customers' businesses and requirements.
- ✚ Having depth knowledge of the product to be able to explain the pros and cons of the product to a customer and demonstrate the various functionalities of the product.

Tanfeeth-(Emirates Islamic Bank) - Sales Coordinator

27-July-2015 to 31-Oct-2020

- ✚ Analysing credit data and financial information of persons or companies that are applying for credit or loans.
- ✚ Determine the risk.
- ✚ Make decisions about customer credit applications using a range of criteria including purpose of application, credit viability, and customer payment history and customer credit-worthiness.
- ✚ Gathering information about clients
- ✚ Reading financial briefings
- ✚ Undertaking risk analysis by developing statistical models
- ✚ Keeping bank credit exposures within set risk bearing limit
- ✚ Keeping knowledge of key issues up-to-date (for example legal, market risk and compliance issues)
- ✚ Helping to enhance the quality of credit applications
- ✚ Making recommendations about procedural/policy changes
- ✚ Reviewing Etihad Credit Bureau report of customers
- ✚ Manage the flow of documentation within the organization
- ✚ Filling documents in physical and digital records
- ✚ Ensure that all documents are up to date

Achievements

- ✚ Certification of Excellence for the Month of Jul 2020
- ✚ Certification of Recognition for the Month of Nov 2019
- ✚ Star of the Month Certificate of May 2019
- ✚ Star of the Month Certificate of March 2019
- ✚ Certification of Recognition for the Month of Jan 2019
- ✚ ASPIRE Award for First Quarter of year 2019
- ✚ ASPIRE Award for Last Quarter of year 2018
- ✚ Certification of Recognition for the Month of Nov 2018
- ✚ Star of the Month Certificate of Oct 2018
- ✚ Star of the Month Certificate of July 2018
- ✚ Certificate of Appreciation for July 2018
- ✚ Certification of Recognition for the Month of May 2018

Pakistan International Airline - Travel Consultant

Dec 2013 to Sep 2014

PIA Queues Department: (Out-Bound)

- ✚ Telex Handling implies working on cancelled / Re-Routed/ Schedule affected Flights and others.
- ✚ Interact with customers through outbound calls.
- ✚ Working on Ticket Home Delivery and Web Ticketing service facility.

PIA Reservation Department: (In-Bound)

- ✚ Contact handling interactions like In-Bound and Out-Bound calls from all over the world.
- ✚ Email and Chat corresponding with customers to solve their queries.
- ✚ Providing information regarding PIA Fares and COB Policies.

SBT Japan - Business Development Executive

May 2011 to Dec 2012

- ✚ Develop effective working relationships with customers through call & email. Identify & obtain further sales & business development opportunities.
- ✚ Satisfying customers by providing desired information.
- ✚ Working with & expand current prospect database with specified business sector to generate effective leads & exceed sales targets for the business.
- ✚ Enhance own development by taking responsibility for staying informed & up to date with industry knowledge.
- ✚ Having depth knowledge of the product to be able to explain the pros and cons of the product to a customer and demonstrate the various functionalities of the product.
- ✚ Contribute to the learning environment by identifying areas where there is potential for learning and building knowledge with others.
- ✚ Provide regular feedback to senior management about marketplace & competitor activity.

Warid Telecom Pvt Ltd - Customer Service Executive

Apr 2008 to May 2011

- ✚ Answering inbound calls of warid's customers.
- ✚ Satisfying customers by providing desired information.
- ✚ Compiled reports of customer and solve customer problems.
- ✚ Managed day-to-day operations; coordinated with Senior Staff.
- ✚ To derive the new ways of motivation.
- ✚ Determines requirements by working with customers.
- ✚ Resolves problems by clarifying issues; researching and exploring answers and alternative solutions; implementing solutions; escalating unresolved problems.
- ✚ Sells additional services by recognizing opportunities to up-sell
- ✚ Enhances organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.

Pakistan Telecommunication Company - Customer Service Executive

Aug 2007 to Apr 2008

- ✚ Answering inbound calls of customers.
- ✚ Satisfying customers by providing desired information.
- ✚ Compiled reports of customer and solve customer problems.
- ✚ Managed day-to-day operations; coordinated with Senior Staff.
- ✚ Report back management in coordination with senior management

Professional Development

CAP (Certified Associate Program) & Soft Skills Training

Oct 2018

Qualifications

Bachelors in Commerce, Karachi University

2007

Personal Details

Nationality	: Pakistani
Marital Status	: Married
Languages	: English, Urdu, Hindi
D.O.B	: 04 th Apr, 1987

References

Will be Available on request