



SUNITA ADDLIN

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Experience:-

NOOR BANK - U.A.E

Credit Card Tele Sales from (March 2019 to till date.)

- Place phone calls to potential customers to educate them on services and products offered by the bank.
- Attend meetings to learn about new products and services or changes in current ones.
- Read and interpret sales reports to determine the best strategy for marketing.
- Answer phone calls from customers with inquiries or complaints, and resolve the issue as quickly as possible.
- Assist in the operation of the bank switchboard.

AMAL HOME PRODUCTS LLC (F.Z.E) U.A.E

Customer Service Manager and Sales Coordinator from (June 2016 to Feb 2019.)

- Responded to customer inquiries, complaints and comments on a daily basis, and determined corrective action for high-call volume department.
- Reviewed and verified transactions to ensure proper processing according to established quality standards.
- Processed transactions, including money transfer, deposits and withdrawals and, data entry to update client files.
- Ensured departmental compliance with company and regulatory agency records management and retention policies and procedures, achieving 100% compliance.
- Planning sales strategy as market assessment.
- Finalizing the sales strategy depending on pricing, payment schedule and other Frame work.
- Targeted clients' lulu hypermarket, Nesto Hypermarket, Madina Hypermarket and dealing all the after sales services regarding delivers, stock handling and others day to day queries.

MAJID AL FUTTAIM FINANCE LLC. (MAF) U.A.E.

*Sales & Customer Service Executive for NAJAM CREDIT CARD
(from August 2015 to February 2016)*

- Generate consistent business by selling credit card to new and existing customers to achieve the assign target.
- Ensure SQ levels are met by providing accurate product information to customer and offering timely resolution to customer queries and complaints thus meeting CSS result.
- Executed financial transactions according to bank policies and procedures
- Responded to customer inquiries, providing information on bank accounts, policies, products, and services
- Assessed needs of customers, suggesting products and services accordingly
- Researched and resolved service-related problems

IGI LIFE

Customer Service coordinator for Banc assurance (From Feb 2014 till June 2015)

- Responded to customer inquiries, complaints and comments on a daily basis, and determined corrective action for high-call volume department.
- Reviewed and verified transactions to ensure proper processing according to established quality standards.
- Processed transactions, including money transfer, deposits and withdrawals and, data entry to update client files.
- Executed financial transactions according to bank policies and procedures
- Responded to customer inquiries, providing information on bank accounts, policies, products, and services
- Assessed needs of customers, suggesting products and services accordingly
- Researched and resolved service-related problems

OBJECTIVE:-

Seeking to new challenges in Customer Services for Business development, able to work on own initiative and as part of a team. Proven interpersonal and communication skills strong business acumen with the ability to execute a wide range of sales & marketing strategies to establish market presence and increase revenues and profitability.

A proven performer who moves from vision and strategy to implementation and follow-through.

Management career with proven track record of increasing department efficiency, establishing processes and exceeding customer expectations, handled a variety of Managerial and administrative duties to meet the needs of the company and customers.

Ability to build strong rapport with personnel, customers, and associates based on

Strong leadership, problem solving and communication skills highly articulate, demonstrating refined interpersonal skills across all levels and backgrounds energized for new challenges. Computer literate / experienced in maintaining accurate records and reports.

New Jubilee Life Insurance

Cooperate Sales Executive Banc assurance (From June 2010 to Jan2014)

- Designed and proposed various banking insurance plans to management and individual customers.
- Oversaw trading and sales departments.
- Participated in capital markets securities exchange and securities issuance processes.
- Coordinated sales activities with marketing executive team.
- Assisted customers with deposits withdrawals and opening new accounts.

Saudi Pak Commercial Bank

Sales Executive, Wealth Management (From Oct 2008 to May 2010)

- Generate consistent insurance business by selling banc assurance products to new and existing HBL customer and account holder to achieve the assign target.
- Ensure SQ levels are met by providing accurate product information to customer and offering timely resolution to customer queries and complaints thus meeting CSS result.
- Also ensure the branch discipline is maintained while developing close co-ordination and teamwork with colleagues and supervisors.
- Assessed needs of customers, suggesting products and services accordingly

ABN AMRO Bank

Tele Sales Agent for Credit Card (From April 2004 to Sep 2005)

Customer Service officer (From Nov 2006 to Sep 2008)

- Place phone calls to sell and generate consistent business by selling credit card of ABN AMRO BANK new and existing account holders to achieve target given daily from management
- Call potential customers to educate them on services and products offered by the Bank.
- Attend meetings to learn about new products and services or changes in current ones
- Read and interpret sales reports to determine the best strategy for marketing
- Answer phone calls from customers with inquiries or complaints and resolve the issue as quickly as possible
- Assist in the operation of the company switchboard
- Handling 60 to 80 calls daily and ensure SQ levels are met by providing accurate product information and offers to customers

Skills & Development

Professional more than 10 years of experience in financial sector services provider industry, market analysis, hardcore sales, and excellent customer services.

- Patience.
- Attentiveness.
- Clear Communication Skills.
- Knowledge of the Product or Service.
- Ability to Use “Positive Language”
- Acting Skills.
- Time Management Skills.
- Ability to “Read” Customers.

Specialties :

Bank assurance & Retail Banking Professional

Excellent communication and inter-personal skills apart from leadership and management skills.

Able to develop strategies and Programs which are important in Achieving the targets of the Organization.

Youth willing to accept a position to increase experience within the realm of customer services, worked for well reputed organization.

Recognized for exceptional ability to create trust and build lasting relationships, flexible, positive and responsive to change

Able to convert business

Requirement to functional requirement and able to discuss all the strategies with the clients and business users.

Generating new business & achieving target, able to get new business form existing clients and engage in client servicing.

Good communication and inter-personal skills.

EDUCATION:

Bachelor in Arts

Karachi University

Matriculation

The board of Higher Education Karachi

PERSONAL INFO:

Nationality : Pakistan
Religion : Christian
Date of Birth : 09- May- 1980
Marital Status : Single
Visa Status : Own Visa (Valid till Mar2021)
Driving License : Dubai (Valid till 2026)