

NADIR SHAIKH



ABOUT ME

I am a Mortgage, Loans, Insurance, Banking and Customer Service expert with over 11 years of experience. I am interested in working for a company that will encourage my growth and development to be the most efficient and competent version of myself.

CONTACTS

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Ras Al Khaimah, UAE

TECHNICAL SKILLS

Well-versed in Ms Office, Outlook, Lotus Notes, Finnacle and Enterprise Resource Planning

PROFESSIONAL SKILLS

Training and Mentoring Mortgage Loan originators | Research & Analysis | Working knowledge of government loan requirements | Preparing detailed reports | Program & product compliance

EDUCATION

- POST-GRADUATE DIPLOMA
IN BANKING OPERATIONS
July 2010
IFBI, NIIT, MUMBAI,
INDIA
- BACHELOR OF COMMERCE
March 2008
UNIVERSITY OF MUMBAI,
INDIA

WORK EXPERIENCE

- CUSTOMER SERVICE AGENT** **MASHREQ BANK CONTACT CENTRE, UAE**
9th March'21 - 31st October'21
 - Responsibilities include answering phones to respond to general inquiries referring to customer's accounts, credit cards and loans
 - Provide customer support for high-volume Bank departments in English/Hindi
 - Communicate effectively with customers, managers and co-workers through a variety of channels including email, phone, traditional mail and through the use of various office machines
 - Technical skills involved in this role: CRM, Flexcore and Prime
- SALES MANAGER - MORTGAGE** **AXIS BANK LTD., MUMBAI, INDIA**
December '16 - December '19
 - Sales and distribution of AXIS Bank Mortgage Loan Products using the various sales channel
 - Achievement of Topline Targets in the assigned Channels & Geography
 - Ensuring the profitability of business by meeting revenue & yield targets
- UNIT SALES MANAGER - BANCASSURANCE HOME** **ICICI LOMBARD GIC LTD., MUMBAI, INDIA**
November '14 - November '16
 - Handling the sales of home insurance and structure insurance as a Unit Sales Manager
 - Looking after the sales of insurance in the DMA and DST channel
 - Developing new strategies for insurance sales as per the market trend
 - Relationship Management with the Channels and Franchise for business development
- ASST. MANAGER - SALES & MARKETING** **SANCHAY ENTERPRISES, MUMBAI, INDIA**
January '14 - November '14
 - Handling sales as an Assistant Manager, managing the entire sales & marketing of the company, encompassing client servicing marketing & business development
 - Developing systems and procedures to ensure that the leads generated are optimally utilized
 - Developing training programs for the people in marketing team
 - Determining marketing objectives and preparing annual budgets
- ASST. MANAGER - FREIGHT & CONTAINER BOOKINGS** **OCEANS LINES MARITIME SHIPPING LLC, UAE**
February '13 - December '13
 - Responding to all communication, either written or phone call, within agreed Key Performance Index (KPI) to maximize the customer's satisfaction level
 - Generating reports and monitoring Transport Document Instruction submission for timely manifestation to Customs according to Standard Operating Procedures
 - Assisting in management of correspondence with customers for any booking related clarifications including amendments
- CUSTOMER SERVICE OFFICER (RETAIL BANKING)** **ICICI BANK LTD., MUMBAI, INDIA**
March '10 - August '12
 - Handled operations as Officer Extensive experience in managing the entire banking operations, encompassing routine banking operations, client servicing marketing & business development
 - Monitored cash transactions & controlling CRL
 - Handled HNI and NRI services