

Syed Abutalib Jafri

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ADMIN ASSISTANT | CUSTOMER SERVICES & ADMINISTRATOR | DEBT COLLECTOR | SALES REPRESENTATIVE

16 years of banking & accounts experience, area of expertise include Admin asst maintaining strict organization, managing accounts, and reducing cost while building strong relationships with clients and vendors. Customers Services and Administration professional with strong leadership and relationship-building skills, motivated for assessing operational needs and developing solutions to save costs, improve revenues, and drive customer satisfaction. Resourceful and well-organized. Highly ambitious with a background in sales, marketing. Debt collections, Customer-oriented with a strong history of leading high-performance teams to meet or exceed objectives. Dedicated and hardworking to deliver excellence. Tactical team builder with strong background in training and team development.

Core Competencies:

- Training & Development
- Business Development
- Team Building
- Cost Negotiation
- Strategy & Planning
- Problem-solving Skills
- Performance Management
- Market Research & Business Analysis
- Organizational Skills
- Vendor Management
- Emotional Intelligence
- Pricing/Competitive Analysis

TECHNICAL SKILLS

- MS Office Suite - Word, Excel and PowerPoint
- Advance Excel, Networking, Troubleshooting

TRAINING, DEVELOPMENT AND ACHIEVEMENTS | EMIRATES INSTITUTE FOR BANKING & FINANCIAL STUDIES & THOMSON REUTERS

- Fraud Awareness (MENA)
- Admin Management System
- FATCA Essentials (Global)
- Top performance Award
- Code Of Conduct (MENA)
- Operational Risk Management
- Call Center & Complaints Management
- Effective Leadership Skills
- Anti Bribery & Corruption
- Internal Control
- Performance Management
- Financial Crime Middle East
- Common Reporting Standard (CRS)
- Sanctions (Global)

PROFESSIONAL EXPERIENCE

Noor Al Mahdi Corporate Services Provider

Admin Assistant | Sep 2020 - Present

- Organizing and managing schedules and calendars for staff, managers, and senior-level officers
- Receiving and processing communication channels, including email, phone, and physical mail
- Conferring with the accounting department to help make payments, process incoming invoices, and verify receipts
- Ensure functionality of necessary office equipment, and requisitioning new equipment and supplies as needed
- Creating reports and memos for managers and senior-level officers as needed
- Offer assistance in organizing events, including ordering materials and requisitioning meeting spaces
- handling office stationery and pantry and other purchase requisitions.
- Attend meetings and record notes and messages for managers and senior-level officers
- Prepare weekly, MTD, YTD reports and share with the management.

Ajman Bank PLC

Contact Center Team Leader - Consumer Banking | June 2016 - Feb 2020

- Provide leadership and direction to employees, supervising activities to drive productivity and efficiency.
- Ensure the effective and efficient running of the Call Centre daily operation.
- Schedule and organize shift patterns for the team members to ensure that customers are never left unattended.
- Deliver all organization's products, services, procedures, guidelines and communicate the same to all team members.
- Monitor all calls to ensure that due diligence and quality standards are strictly adhered to

- Organize training sessions/refreshers for all agents and participate in recruitment of new call center agents.
- Recommend and coordinate with the ITD to purchase gadgets to enhance job performance at the call center.
- Conduct regular review of all call center agents calls & performance and organize training sessions for under performers.
- Submit weekly, MTD and YTD reports to the management and seek new ideas and strategies to improve performance at the center.
- Keep up with the trends and happenings in the industry and ensuring adherence and validate to the same standards
- Ensure a safe and harmonious working environment for all other team members and delegate duties to all team members.
- Prepare forecasts and budgets for the call center unit.

Ajman Bank PLC

Administration Officer - Administration | May 2012 – June 2016

- Manage and administer day-to-day functions and operations of the bank.
- Interact and communicate the external stakeholders through emails, telephone, and in-person meetings, as well as interact with internal bank employees to support, facilitate all the requirements and resolve the concerns.
- Maintaining and organizing the databases and files related to projects, LPO's & invoices.
- Manage the operational duties with efficiency through an effective manner such as coordinating board meetings, travel itineraries and agenda plans.
- Prepare the invoices/receivables of the payments to finance and to document and update the account of statement and follow up for the closure.
- Ensure all transactions and tasks regarding petty cash and issue the purchase orders to support timely administrative task completion.
- Upload documents into digital storage and prepare orders for office stationeries including pantry and other maintenance related requests.
- Provided administrative support, including processing purchase orders, service contracts and financial reports.
- Manage effective vendor management and cost negotiation to ensure periodic contracts/agreement review for renewal.
- Keeping track of receipts of office expenses or expenses incurred by managers or executives
- Arranging reimbursement to employees for work-related expenses

Ajman Bank PLC

Debt Collection Officer - Collection & Recovery | Mar 2010 – May 2012

- Keep track of assigned accounts to identify outstanding debts.
- Plan a course of action to recover outstanding payments.
- Locate and contact debtors to inquire of their payment status.
- Negotiate payoff deadlines or payment plans.
- Update account status and database regularly.
- Comply with requirements when legal action is unavoidable.

Barclays Bank PLC

Debt Collection Officer - Collection & Recovery | Jan 2008 - Mar 2010

- Identifying deviations from predetermined payment plans.
- Calling and emailing defaulters to restate their dues.
- Locating fugitive defaulters through telephonic and desktop investigations.
- Proposing realistic, carefully-constructed payment plans.
- Negotiating newly-adjusted payment plans.
- Instituting suitable, timely legal action, if needed.

Dubai Islamic Bank

Sales Representative - Retail Sales |Feb 2006 - Nov 2007

- Actively seek out new sales opportunities through cold calling, networking and social media.
- Set up meetings with potential clients and listen to their wishes and concerns.
- Ensure to demonstrate strong presentation to customers for sales orientation for achieving monthly targets.
- Close deals with customers and handle complaints or objections.
- Collaborate with team members to achieve better results.

EDUCATION

- OTHM Level 7 PG Diploma in Strategic Management & Leadership | OTHM qualifications | UK

PROJECTS

- Participate in UAT for the completion of the Vendor Management & LPO System.

LANGUAGE

- English|Arabic|Urdu