

SAAD TARIQ

SALES & SERVICE SUPERVISOR

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PROFILE SUMMARY

Confident and teamwork-oriented professional, specializing in financial consultancy, project & team management. Extensive experience in sales, external and internal customer satisfaction. In-depth knowledge of support operations and business management. Proven ability to work and adapt in a fast-paced environment

EXPERIENCE

April 2017 - Present

Sales and Service Supervisor | Tanfeeth – Emirates NBD

- Multiproduct specialist, ensuring end to end sales of credit cards, personal loans, auto loans, loan on card & balance conversion
- Managing a team of 15+ sales executives
- Handling and preparing reports and updating stakeholders
- Facilitated the training of multiproduct specialists by communicating requirements and objectives across clients, teams, and departments, assigning multi-phase activities to appropriate personnel and coordinating timelines to ensure successful and smooth transition
- Identified prospective customers through use of business directories, conferences and by following existing clients' leads

December 2015 – March 2017

Virtual Relationship Manager | Tanfeeth – Emirates NBD

- Managed and enhanced the existing portfolio of 1200 customers
- Prepared the required credit and financial analysis
- Monitored clients' portfolios to ensure compliance policies are met
- Provided services, retail facilities covering end to end sales
- Acknowledged customer issues and resolved their problems efficiently

January 2013 – November 2015

Personal Loan Advisor | Tanfeeth – Emirates NBD

- Successfully provided loan solutions to 650+ customers over 30 months
- Analyzed client eligibility, providing vital data to team based on the analysis
- Managed client satisfaction with services provided
- In-charge of operations in absence of the Team Leader
- Informed customers about current promotions and sales, encouraging them to take advantage

EDUCATION

MBA | 2013

SZABIST University

Dubai, UAE

KEY SKILLS

- FINANCIAL EXPERTISE, REPORTING AND FORECASTING
- LEADERSHIP CAPABILITIES
- STAKEHOLDER MANAGEMENT
- CLIENT AND VENDOR RELATIONS
- CUSTOMER ACQUISITION
- PROBLEM SOLVING ABILITIES
- ANALYTICAL AND CONCLUSIVE THINKING

AWARDS

GEM SAPPHIRE – ENBD | 2015

Amongst the top 1% revenue contributors in Emirates NBD – AED 29 Million worth of loans closed in 11 months