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Abu Dhabi, United Arab
Emirates



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EDUCATION

Bachelor of Science, Science
University Of Karachi,
Karachi/Pakistan
January 2010 - January 2012

LANGUAGES

English

Fluent

Urdu

Native

SYEDA NIDA UMAIR

PROFESSIONAL SUMMARY

Customer-oriented Banking Sales Professional with strong history of leading high-performance teams to meet or exceed objectives. Dedicated and hardworking with internal drive to deliver excellence. Tactical team builder with strong background in training and team development.

WORK HISTORY

March 2024 - Current

AAA Fair Deal Group - Relationship officer, Abu Dhabi, United Arab Emirates

- Working with a high number of submissions with an average of 25+ submissions for credit cards monthly with Emirates Islamic.
- Educated customers about company products, services and special offers.
- Updated customers on service issues and maintained satisfaction through continued communication.
- Communicated client feedback to leadership teams and identified improvement possibilities.
- Maintained detailed knowledge of company offerings to recommend appropriate products to clients.

October 2023 - November 2023

The Marketing Quotient - Finance Advisor, Abu Dhabi, United Arab Emirates

- Working with a high number of submissions with an average of 30+ submissions for credit cards monthly For Afaq Islamic Finance (Credit Cards division).
- Maintained up-to-date knowledge of legislation and policy changes.
- Built and carefully managed loyal, profitable client bases.
- Updated clients on new financial products for improved investment possibilities.
- Participated in cold-calling program, converting calls to meetings and new business wins.

- Supported clients in setting clear financial goals with plans to achieve them.

July 2021 - October 2023

Derby Group - Relationship officer, Abu Dhabi, United Arab Emirates

- Working with a high number of submissions with an average of 30+ submissions for credit cards and with minimum 1 for personal finance for Emirates NBD.
- Educated customers about company products, services and special offers.
- Updated customers on service issues and maintained satisfaction through continued communication.
- Communicated client feedback to leadership teams and identified improvement possibilities.
- Reviewed client files to identify opportunities for cross selling.
- Kept track of current and potential clients needs to recommend new applicable products and services.
- Maintained detailed knowledge of company offerings to recommend appropriate products to clients.

July 2021 - September 2021

Serco - Helpdesk Specialist, Abu Dhabi, United Arab Emirates

- Carried out day-to-day duties accurately and efficiently.
- Quickly learned and applied new skills to daily tasks, improving efficiency and productivity.
- Successfully delivered on tasks within tight deadlines.
- Demonstrated respect, friendliness and willingness to help wherever needed.
- Worked in an outbound call project with average daily 15,20 calls with a duration of 20,25 minutes each call.
- Worked as a COVID-19 tracer based on the DOH guidelines, gathering all information with maximum accuracy.
- Offered friendly, efficient customer service and handled challenging situations with ease.

February 2011 - July 2013

Ufone - Customer Relationship Officer, Karachi, Pakistan

- Communicated client feedback to leadership teams and identified improvement possibilities.
- Maintained excellent client satisfaction by providing in-depth support.
- Resolved customer complaints following guidelines and referred complex inquiries to team leaders.
- Handled in-person, email and mailed correspondence.

- Kept records of all contact with clients using CRM system.
- Answered 300+ telephone calls per day with 90%+ average call quality professionalism.
- Educated customers about company products, services and special offers.
- Nurtured positive customer relationships to increase satisfaction and loyalty.

July 2009 - December 2009

Telenor - Customer Relations Officer, Abu Dhabi, United Arab Emirates

- Updated customers on service issues and maintained satisfaction through continued communication.
 - Answered 300+ telephone calls per day with professionalism and above 95% average call quality scores.
 - Maintained excellent client satisfaction by providing in-depth support.
 - Implemented customer follow up to uphold service standards.
 - Promoted new and updated services to increase customer retention.
 - Used multiple customer relationship management software to record detailed notes.
 - Recorded information about inquiries and complaints within internal database.
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SKILLS

- Client communication
 - Inter-departmental collaboration
 - General sales administration
 - Cross-sell strategies
 - Customer Experience
 - After Sales Services
 - Product Knowledge
 - Effective Communication
 - Relationship Building
 - Time Management
 - Objection Handling
 - Problem Solving
 - Direct/Indirect Sales
 - Cross-Sell Selling
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HOBBIES AND INTEREST

- Interior Designing
 - Travelling
 - Arts & Crafts
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