

SAMI ULLAH NISAR

Al Shuwahean Near Sharjah Art Museum Sharjah UAE

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Profile Summary

- Experienced professional with a successful career in banking as business Development Manager & Service, Account manager.
- Excel at interfacing with others at all levels to ensure organizational goals are Attained.
- Proactive approach has resulted in capturing numerous accounts and expanding client base and making best strategies at higher level.
- Possess excellent interpersonal, analytical, and administrative skills.
- Excel within highly competitive environments where leadership skills are the Keys to success.
- Computer skills: Familiarity with Microsoft word, Power point, Excel & DBMS
- Familiarity with ORACLE & SAPS software.
- Analytical, Target Achiever and can acquire new skills quickly.
- Ability to take responsibility and can work under pressure and an active team Player.
- An effective manager with the skills necessary to direct, train, and motivate staff to its fullest potential

EDUCATION

Master In Business Administration

Bechelor In Business Administration – Honors(Management & Finance)

Mobi-Ud-Din Islamic University, AJK, Pakistan

2011

OTHERS

UAE driving License (Manual)

EMPLOYMENT

MASHREQ BANK, Silicon Oasis, Dubai, UAE

March, 2017 to Oct 2019

❖ *UNIVERSAL BANKER*

- **Main Roles: Account Manager, Business Development, Sales and Service & Teller**
- Manage cash transactions through TCRs at the new express branch model.
- Strive towards managing customer expectation for each interaction.
- Minimize customer attrition and reduce liability & service application rejections.
- Customer acquisition through sales to walk-ins and through tracking the activities viz.
- Contacts to Appointments kept and Appointment kept to Sales.
- Take ownership of customer complaints and take them to resolution.
- Introduce & educate customers on the use of Bank alternative Channels & new digital technologies.
- UBO will be responsible for the achievement of KPI's on personal Banking Products and cross selling.

❖ **PBE AND CUSTOMER SERVICE SUPERVISOR**

- **Main Roles: Sales and Service, Branch In charge, Business Development, Account Manager**
- Managing, documenting, and organizing customers files
- Dealing with customer complaints that can't be solved by the front line staff.
- Implementing the new products, services and processes devised by head office.
- Representing the bank within the wider community and building relevant contacts.
- Opening and closing the branch daily and ensuring that the premises are fit for business.
- Meeting sales targets and managing budgets
- Dealing with customers queries face to face, over the telephone or in writing.
- Serving customers at the counter.
- Understanding customer needs, recommending suitable products and making sales.
- Processing paperwork from sales, change of customer details, and closure of accounts and so on.
- Learning about new products, services and processes.

NATIONAL BANK OF ABU DHABI, Direct Sales Department, Abu Dhabi, UAE

Mar 2012 – Aug 2015

❖ **SENIOR OFFICER (Product Strategy)**

❖ **ASSISTANT TEAM LEADER**

- Assistant Product & WPS officer
- Payroll Solutions (Ratibi Cards & Salary Accounts)
- Corporate Account opening
- Listing of Company
- Maintain and manage a complete database
- Ensure that the targets of team are met.
- Different Account Opening (Saving, Current, NBAD Direct, NBAD One)
- Try to approach companies through Tele-calling, scheduled appointments & Cold callings.
- Build & maintain relationships with owners and higher officials of companies
- Give Presentation about product
- Describe Product in Detail & answer all queries of clients
- Take complaints and forward it to concern department

Highlights:

- ✚ Can communicate in Arabic with local owners & sponsors.
- ✚ Have through knowledge about market & UAE rules as born and brought up in UAE.
- ✚ Have contacts with large and multi-national companies.
- ✚ Have ability to meet & greet people directly without hesitation & can explain them whatever I have to and can convince them according to my will.

PERSONAL DETAILS:

Father Name:	Nisar Ahmed
Visa Status:	Visit(14 Feb 2020)
Date of Birth:	05-Nov-1988
Place of Birth:	Abu Dhabi
Religion:	Islam
Marital Status:	Single
Languages:	English, Arabic, Urdu, Punjabi, Hindi