



Shehnaz Zahra

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Muhaisnah 4, Dubai, UAE

PROFILE

Accomplished & goal driven with 14 years of experience in strategic and tactical business leadership. Expertise includes managing business process change to achieve maximum results with effective planning, organization and communications skills as well as a solutions-oriented approach to problem solving.

Expert in Client Management, Account Management , Business Development, Sales & Marketing , Recruitment, Training , Mentoring , Leadership and Operations.

PERSONAL DETAILS

Date of Birth : 28 Jan 1988

Nationality : Pakistan

Driving License : Issued 2010

EDUCATION

Swiss Business University |
Switzerland - MBA

ADD ON

Certified Web Designer
Certified Financial Adviser

SOCIAL MEDIA LINKS

<https://www.linkedin.com/in/shehnaz-zahra-53b901b4/>

<https://twitter.com/Zara75408218>

<https://www.facebook.com/shehnaz.zahra.5?ref=bookmarks>

WORK HISTORY

08/2018 - 08/2019

Nexus Insurance Brokers | Dubai, UAE

Sales & Wealth Manager

- Advise clients on financial plans using knowledge of tax and investment strategies, securities, insurance, pension plans, and real estate.
- Duties include assessing clients' assets, liabilities, cash flow, insurance coverage, tax status, and financial objectives.
- Advise clients in all major asset classes.
- Handle the client's family and business portfolio.
- Sourcing and advising High Net Worth Clients / Corporate / Salaried.
- Provide a more personalized level of service to all class of people with surplus.
- Help clients to invest wisely while avoiding risks that might reduce the value of their assets.
- Connect with people who may have surplus but tied up in a fairly narrow activity or lack proper financial planning.
- Develops base for long-term sources of clients by using referrals, occupational, and special-interest groups to compile lists of prospects.
- Approaches potential clients by utilizing mailings and phone solicitation; making presentations to groups at company-sponsored gatherings; speaking publicly to community groups on the subject of financial well-being.
- Determines clients' particular needs and financial situations by scheduling fact-finding appointments; determining extent of present coverage and investments; ascertaining long-term goals.
- Develops a coordinated protection plan by calculating and quoting rates for immediate coverage action and long-term strategy implementation.
- Enhances insurance agency reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.
- Worked directly with departments, clients, management to achieve

result.

- Implemented marketing strategies which resulted in growth of customer base.
- Performed initial client assessment and analysis to begin research process.
- Developed new process for employee evaluation which resulted in marked performance improvements.
- Analysed departmental documents for appropriate distribution and filing.
- Achieved revenue or departmental objective by actions taken.
- Researched and updated all required materials needed for firm and partners.
- Processed and logged accurate and detailed incident reports.
- Responded to calls in both routine and emergency situations.

09/2016 - 06/2018

Gateway Insurance Brokers | Dubai, UAE

Sales & Wealth Manager

- Developed base for long-term sources of clients by using referrals, occupational, and special-interest groups to compile lists of prospects.
- Approached potential clients by utilizing mailings and phone solicitation; making presentations to groups at company-sponsored gatherings; speaking publicly to community groups on the subject of financial well-being.
- Determined clients' particular needs and financial situations by scheduling fact-finding appointments; determining extent of present coverage and investments; ascertaining long-term goals.
- Developed and coordinated protection plan by calculating and quoting rates for immediate coverage action and long-term strategy implementation.
- Obtained underwriting approval by completing application for coverage.
- Completed coverage by delivering policy; planning future follow-up visits and evaluations of needs.
- Provided continuing service by providing direct deposit forms; processing changes in beneficiary and policy loan applications.
- Provided death benefits by delivering policy proceeds; reassessing client needs.
- Updated job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations.
- Enhanced insurance agency reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.

08/2014 - 06/2016

Destination of the World | Dubai, UAE

Product & Mapping Supervisor

- Standardized the work flow between Dubai and Manila team.
- Only point of contact between Dubai and Manila office for booking queries and disputes invoices.

- Supervised and monitored Hotel contract loading to meet the deadlines.
- Supervised the Data entry team in order to maintain accuracy.
- Monitored the team in order to make sure daily targets are met.
- Trained the team when required in order to approach company goal with clear vision.
- Handled team for mapping of Hotels for 3rd party supplier and Direct Connect.
- Assigned list of Hotels for mapping and contracts to keep track on day to day basis for each staff.
- Trained & mentored new staff.
- Designed maintenance of procedure, training manuals and keeping all staff informed of the changes.
- Trained existing staff within Data entry by enhancing knowledge and learning.
- Monitored staff productivity, process & business knowledge by conducting monthly checks.
- Monitored staff queries to contractors and supervisors in order to identify training or process requirements to undertake root cause analysis .
- Monitored QA feedback from contract managers in order to identify training or process requirements and undertake RCA.
- Point of contact for operational and account queries in order to record errors , losses and identify staff training improvement plan where necessary.
- Ensured that all Supervisors are calibrated and working to the same processes.
- Monitored / audited, prepared and provided adequate feedback to ensure staff process compliance and improvement.
- Reviewed the accuracy of data entered into the system by undertaking random checks of data entry work.

05/2013 - 07/2014

Travco LLC | Dubai, UAE

Product & System Supervisor

- Responsible to launch while testing and customizing the system features as per Travco requirement.
- Only contact between outsource travel software Company and Travco.
- Trained new and existing staff on new system & new features.
- Coordinated with Contracting about new system to negotiate with hotel as per the system features available to sell the product.
- Interviewed and recruited temporary while migration process of Existing software system ITRAVEL to new system Illusions.
- Monitored loading of contracts for Hotel and Logistics.
- Maintained Statistical and financial records.
- Supervised staff and given training to be on one pace.
- Handled day to day center management and administration activities.
- Market research to expand Tourism business for Travco.
- Met with Contracting and Reservations as how to expand business by giving new strategies.
- Handled all queries from Travco Reservations.

- Dealt with Hotel Reservations on day to day basis depending on escalation from Hotel.
- Maintained Profit and Loss report to give clear picture where product department was standing and what are the factors which should be worked out to maximize profit while maintaining goodwill of the company.

06/2009 - 09/2012

Noor Islamic Bank | Dubai, UAE

Collection Department Team Leader

- Minimized the delinquency through careful and persistent negotiation - bringing down the list to the maximum acceptable level in order to meet the target and deadlines.
- Handled salary transfer loan portfolio current and delinquent.
- Coordinated with policy department in case company does not meet bank clauses even after giving salary transfer letter.
- Coordinated with policy and credit team if in case new rules have to be implemented.
- Handled All End Of Service Customers (EOSB).
- Handled Small business finance and Emirati Finance.

11/2007 - 05/2009

DU Telecom | Dubai, UAE

Collection Executive

- Handled Delinquent Customers.
- Coordinated with customers if any system issue was faced.
- Involved in suspending customers through Siebel in case customer exceed deadline after notification.
- De-activating customer accounts once payment cleared from CRM & Siebel .