

Mohammad Ehteshamul Haque



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OBJECTIVE: To seek a challenging position within a progressive, reputed organization in order to utilize my Communication skills, Public Relations expertise to achieve results, attain professional growth, enhance managerial skills, while embracing business strategies to remain competitive in the market

CORE PROFESSIONAL STRENGTHS: MBA Financial Management , CRM Expert, Banks is, Certified In Computing, Shari á Islamic Fundamental Principles ,Core Banking Transactions ,Cash Deposit Transactions Online Banking Channel Distributing, Area Mapping KYC & FATCA.

Flexible and adaptable to changing environments	Product conceptualization and development	Multiple project management
Customer service/ quality assurance	System improvement - improving efficiency	Up-Selling and add-on sales
Research, problem solving and mediation skills	Profit oriented and Cost conscious	Follow-through / follow-up skills
Technology savvy	Teaching and empowering	Quick Learner

PROFESSIONAL EXPERIENCE:

Al Enaya Al Quswa Facility Management Services: Administration & Marketing Manager
Aug 2015 till date

Al Enaya Al Quswa LLC is one of the UAE's leading facility management company , very well known for providing the best Services Quality and Services in terms of all management work and technical work.

Summary of Responsibilities

- Administration office work schedule with hr solutions providing
- Being as sales & marketing manager look after the entire project of company in term of legal process procedure, policy, company growth, planning and all revenue transaction.
- Staff detailing and dispatching for project allocation.
- Technical contract signing like for Building Contracting, Govt Cleaning Project, Supplying of labors.
- Banking Management, Time management and Cash Flow.

- Legal policy and process for entire work schedule of company.

National Bonds Corporation: Senior Relationship Manager - Wealth Management Group Benefits Department, CRM & Distribution

Jan 2008 July 2015

National Bonds Corporation PJSC is a leading Investment company that takes pride in its innovative sharia approach to financial products and services; catering to a substantial and diversified client base of retail customers, high-net-worth individuals, and Corporations.

Summary of Responsibilities

- Manage the team of sales executives and officers to sell national Bonds in the assigned area / territory.
- Individual Achieving targets, maintaining good relation with portfolio clients & obtaining new source of customer by opening new saving accounts/corporate accounts linked with ESP (Employee Saving Program) Govt Deposit for National Bonds Corp.
- Area mapping and target identification to execute sales activities.
- Enforce daily execution of 25 point system with EOD reports
- **Conduct daily visits to Cos. exploring corporate and SME investment and create openings for the team to approach the salaried employees (Like Mars Gcc, Landmark Groups, Al Nabooda, Shifa Medical, Dubai Duty Free, Air Arabia etc.)**
- **Personally handle top 30 customers of the assigned team portfolio with value of 100M**
- Monitor the individual's production performance to achieve the team's productivity target.
- Conduct joint field visits with sales persons to identify the areas need improvement.
- Review individual's performance with Line Manager on regularly to take corrective actions.
- Maintain leads & referral's stream and ensure agreed response TAT and conversion rate.
- Manage kiosks; deploy NBC marketing material at non POS key locations, conduct presentations to groups, companies, associations and communities in the geographical area of operation.
- Coordinate with support units to get feedback on quality of applications and adherence to AML and KYC requirements.
- **Collect customers and market feedback, extract trends, core issues, opportunities & areas for improvement and recommend action taking care of KYC and FATCA.**
- Support marketing & Distribution sales related events, Kiosks, Surveys and information gathering exercises.
- Help resolve customer complaints, issues and ensure prompt follow up and resolution.
- Pursue your own development to increase personal effectiveness, acknowledging strengths and areas for development.
- Work closely with all relevant departments / colleagues, to deliver exceptional business performance.
- **Manage Portfolio size of 200 M along with 600 customer Book Size individual's**
- **Manage all Takaful products like Pledging of Funds (Loan sme & Corporate) Insurance, Term Deposit Merger of Cards & Auto Insurance for all HNW / UHNW, Term Deposit Step Up Bonds, Trade Facilities, Madhkhour (For local by Mohammed Bin Rashid Housing Est.) Direct Debit System, Credit Cards System (POS system transaction banking)**
- **Dubai Holding Properties Deals Projects like (The Villa (Andalusia Collection) Dubai, Sky Courts, Flamingo Tower, Sulfa Tower)**
- **Channel Distributing, area mapping for exchange house for transaction banking and cash flow deposit through online system.**
- **Branding of company for short and long display allocation throughout UAE**
- Support and help manage all clients of the sector, ensuring enhanced client satisfaction

Services With proactive solution with CRM operations System.

Portfolio Size: 200 Million with Referral.

Book Size: 600 (Above HNI UHNI Client Base)

Area Mapping: All over UAE

Channel Distributing: Leading Exchange like UAE, Al Ansari, Wall Street and Banks For Cash Deposit Machine

Transaction setup and training

Mashreq Bank - Relationship Officer & Customer Relations

July 2007 to Jan 2008

Mashreq Bank is one the UAEs leading and Largest Local Bank, very well known for Providing the best Service Quality and Service to its Customers.

Summary of Responsibilities

- Maintained good working relationships with people from different cultural and linguistic backgrounds with regards to different financial products of the bank.
- Maintaining relationship with Customers.
- Planning for the sales and developing sales strategies to attain good sales volumes by utilizing existing customer database.
- Quick and prompt decision making skills and putting them into action and execution efficiently by means of delegation of duties.
- Coordinating with CRM and CPU with regards to sales approvals.
- Reporting and coordinating with Regional sales Supervisor with leads and customer queries.
- Achieved sales targets from time to time.
- Dealing with customer queries with respect to banking rules and policies
- Maintain and adhere to compliance and Audit norms of the bank.

Country Club India Ltd. - Deputy Assistant Manager

November 2004 to June 2007

Country Club is one of India's largest Tourism Company which providing services to clients globally & domestic in a dream concept selling along with RCI facilities.

Summary of Responsibilities

- § Attending Customer Queries, providing product information and ensuring end-resolution to dissatisfied customers.
- § To ensure sales to the customers and meeting the sales targets.
- § Keeping a track of the influx received and generating report stating the number of mails resolved by the team. Sending the pending figures to the Team Manager. Also interacting with the Team Manager for process enhancement through E-mail. Maintaining the TAT for responding to e-mails.
- § Coordinating with the operations and sales team.
- § Providing Internal Training to new recruits on products.
- § Handling the Team in the absence of the **Team Leader**.

Education

MBA Financial Management. (IBMS Mumbai) 2014

Bachelor of Science from A.N. College of Science & Technology (Magadha University Patna) 2000(Graduate)

H.S.C(XIth Std.) Intermediate of Science 1997(+2Level)

SSC (Xth Std.) 1995(Boards)

Technical Qualification

Diploma in Software Engineering from NIIT

Diploma in Quality Management from NIIT

Certificate Course in Computing from IGNOU

CRM Expert Trained

Online Soft skill Course Chapter 1-8 Completed (Six Sigma, Fundamental of Banking, Customer Relationship, Core Banking, Empathy, Customer Handling, Customer Retaining and Behaviors.)

Self-Improvement Workshop/ Seminars

Personal effectiveness

Presentation & Communication skills

Managerial Effectiveness

Fundamentals of Investments

Fundamentals of Sharia & Islamic Principles

Contributed as an Ambassador of NIIT

Rewarded as Brand Ambassador of NBC

Rewarded Best IBDA suggest or of NBC

Rewarded Best Performer of NBC

Rewarded Best Assist Manager of OCL

Rewarded Best Company Management

PERSONAL PROFILE:

Name : Mohammad Ehteshamul Haque

Date of Birth : 23.10.1980

Marital Status : Married

Sex : Male

Mother Tongue : Urdu

Nationality : Indian

Religion : Islam

Languages Known : English, Hindi, Urdu and Arabic (Manageable)

Driving License : Valid UAEDriving License

VISA DETAILS

VISA : Employment

Passport No : M9956939

Place of Issue : Dubai

References would be furnished upon Request....