**MOHD FAIZAN RAZA** 

**Mobile:** +971526164086

**Email:** mohdrazashy@gmail.com

**Career Objective**:-

Endowed with natural instinct to grow and aspiring to become a successful professional and to progress onwards to the senior level with clear vision for fulfillment of the objectives of the organization and to work under any circumstances for maintaining the progress and to achieve the target.

**CAREER HIGHLIGHTS**

**FIRST ABUDHABI BANK – OCT 24 , 2018 to till date.**

**OPERATIONS ANALYST.**

**DEPARTMENT – LOANS CENTRE**

**Key Result Areas**

:- Well versed with T24 System Knowledge and its working options.

:- Processing all types of Retail Loans (Conventional) request from retail credit team.

:- Loan Closure ,EMI change ,Deferment, processing fee ,past due payments etc.

:- Following up with Remedial (collection) team for recovery of o/s dues for all types of loans.

:- Processing of inward & outward remittance ,A/c to A/c transfers (AED & FCY).

:- Ensuring approval conditions are met before further movement of the application.

:- Maintaining the MIS of all the transactions process on daily basis.

**AXIS BANK LTD - CUSTOMER SERVICE OFFICER**

**ASSISTANT MANAGER - 17/03/2016 TO 29/07/2018**

**DEPARTMENT - RETAIL BANKING**

**Key Result Areas:**

:- Responsible for smooth day to day operations of the financial institution ie. Bankers’ Clearing House

 activities, NEFT & RTGS processing, etc.

:- Maintain daily reports of deliverables like ,Cheque books, DD, Welcome Kits ,Pins, Returned Cheques

 etc.

:- Build relations with Portfolio customers by giving personalized service.

:- Generate leads of Retail Assets like,Personal Loan,Credit Card,Auto Loans etc.

:- Cross sell of Revenue generation products like Life Insurance,General Insurance,Mutual Funds,

 Demat A/c etc.

**ABU DHABI ISLAMIC BANK - SALES OFFICER, APRIL, 2015 TO OCTOBER 2015.**

**DEPARTMENT - COVERED CARDS.**

**AXIS BANK LTD. - SALES EXECUTIVE - 06/01/2014 to Jan 16, 2015**

**DEPARTMENT - CREDIT CARDS**

**PILIBHIT INDIA .**

**Key Result Areas:**

 : - Achieved Monthly sales target.

 : - Sales of Credit Cards balance transfer to Individual and Business customer.

 : - Making tale calls, Cold and reference to generate new Business.

 : - Business Development contacting by untapped potential HNIW customer.

 :- Providing after sales service maintain specified number credit card calls, contacts and references

 On a daily basis. Study existing base to draw up across sales opportunity and achieved given

 targets.

 : - Comprehensive business development strategy to successfully promote retail banking

 Product-credit card and cross-selling other retail banking product like personal loans, PDC loan etc.

 : - provide professional customer service to achieve a high level of customer satisfaction and retain

 Them-Revitalized and strengthened relation with existing customer & payroll companies

 : - Consistently exceeded sales, services and Quality target

 : - Ensured endurance to bank policies, ethics and code of conduct.

**ACADEMIA**

**MBA** MJP Rohilkhand University Bareilly UP India

2013

(Master of Business Administration)

**BBA**. MJP Rohilkhand University Bareilly UP India

2011 (Bachelor of Business Administration)

**PERSONAL DETAILS**

Date of Birth : 10th Nov. 1992

Nationality : Indian.

Status : Single

Gender : Male

Languages : Hindi, English and Urdu

Passport No : L3691674

Date of issue : 07/08/2013

Date of expiry : 06/08/2023

Visa Status : Employment Visa

 **(Mohd Faizan Raza)**