

Umair Ilyas

Sales & Business Development / Support / Coordinator / Call Center / Customer Services)

Dubai 0000

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"Highly driven, articulate, Graduate professional with total 11 years of experience. 4 years stretching experience in Telecommunication 6 Years in the banking industry"

A well-organized team player, detail-oriented and able to handle multiple tasks. Adept at meeting stringent deadlines on a consistent basis, well organized with strong detail orientation, excellent communications skills and relationship building and interfacing skill sets.

- Natural leadership approach to projects and tasks taking the initiative to create maximum results.
- Proactive positive team player with excellent communications both written and verbal.
- Talented relationship developer with both internal and external customers.

Willing to relocate: Anywhere

Work Experience

Client Relationship Manager (Sales & Business Operations)

En Route Technologies Tramigo - Dubai

January 2019 to Present

Sales Coordination & Fleet Supervision along with Business Development Experience in Fleet Management & Telematics (GPS TRACKING)

- Fleet management, Insurance Telematics and Stolen Vehicle tracking and recovery.
- Manage relationships with vendors, suppliers, to facilitate smooth flow of business.
- Proven Working Experience as a Traffic Manager for Transportation clients.
- Strong business acumen along with ability to understand specific vertical market needs quickly. Maintaining relationships with key clients.
- Visiting New & Old Portfolio companies for bulk business.
- Participate in process improvement projects, and support other management directives as prescribed.
- Increasing Monthly Targets by presenting Promotions and Rewards schemes to higher management.
- Excellent communication and presentation skills to drive initial engagement, conduct analysis, provide solutions and close business.
- Years of selling experience within Transportation/Logistics Industry
- Identify new opportunities and develop sales channels within Transportation/Logistics/Construction industry
- Processing Technical Tickets to confirm the Installation Process, after validating required set of documents.

- Handling 24/7 Complaints on Web Chat, and assigning the complaint to relevant department after verifying the issue.

Business Development Manager (IIS - Sales)

Emirates NBD - Dubai

November 2016 to January 2019

2 Y 3 M First Solution Management Services

an authorized channel sales partner for Emirates NBD, Dubai UAE

Emirates NBD is one of the largest banking groups in the Middle East in terms of assets

Headship & Managerial

- Planning, directing and coordinating various aspects of the business.
- Proven ability to grow a business.
- Coaches; counsels; develops work schedules; manages a function; responsible for hiring, terminations, salary adjustments and/or disciplinary actions; establishes/communicates group strategy.
- Adheres to bank policies and procedures and complies with legal and regulatory requirements.

Sales & Business Development

- Able to work closely with the sales team to develop sales tools and training packages for key staff.
- Developing and managing customer care programs for improved sales success.
- Ability to chase up new business opportunities. Maintaining relationships with key clients.
- Increasing brand awareness and bringing in new customers.
- Excellent lead generation and development skills.
- Increasing Monthly Targets by presenting Promotions and Rewards schemes to higher management.

Assistant Team Leader (Retail Credit Card Sales)

Emirates NBD - Dubai

January 2015 to November 2016

First Solution Management Services

An authorized channel sales partner for Emirates NBD, Dubai UAE Emirates NBD is one of the largest banking groups in the Middle East in terms of assets

- Visiting New & Old Portfolio companies for bulk business.
- Setting up a right direction for each individual for target market area for cold calling.
- Resolving Discrepant Credit Card/Loan Applications within the bank policy.
- Reviewing the Rejected Cases with Senior under Writer.
- Analyzed the individual performance of each team member and motivated them to perform even better. Recruiting the right candidate for the job.
- Maximizing team performance by checking Daily Sales Report (DSR)
- Training new team members, Coaching and developing the team.

Senior Analyst Credit Admin Resource (Sales)

Emirates NBD - Dubai

August 2013 to January 2015

First Solution Management Services

An authorized channel sales partner for Emirates NBD, Dubai UAE

- Analyze customer financial condition and authorize customer credit lines
- Minimize bad debt risk, maximize accounts receivable collections & Reconcile customer statements/billings, Analyze customer financial statements.

Participate in process improvement projects, and support other management directives as prescribed.

- Maintain accurate credit files and collection files. Maintain electronic collect notes for each customer account.
- Complete Card & Loan applications, including credit analyses and summaries of loan requests, and submit to Retail Credit committees for approval.
- Consult with customers to resolve complaints and verify financial and credit transactions.
- Preparing Financial Invoices for client, Preparing Monthly Incentive for Sales Department.

Senior Sales Officer (SSO - Credit Card)

Barclays Bank - Dubai

March 2012 to June 2013

- Taking targets, bifurcation of target on daily, weekly & monthly basis. Performance analyzing, improvement quadrant and develop quadrant specifying.

Built and retained long-term friendships/relationships with customers

Visiting New & Old Portfolio companies for bulk business and sharing the cross sell products to other distribution channels.

Convey brand information to customers and respond to questions/inquiries that arise

Prioritize and schedule proactive calls to organizations accounts

Match sales opportunities that cover other products involving various sales representatives

CSR - Team Leader - Quality Assurance

Telenor Pakistan - Lahore, PK

June 2008 to February 2012

3 Y 7 M Telenor Group, Lahore Pakistan

The Largest Telecommunications Company in Pakistan

Being a Quality Assurance Supervisor:

- Listening to the recorded calls (Calls Evaluation) on .Nice. Application to check and maintain the quality standards, by evaluating the call Behavior & Resolution wise
- Taking care of overall floor quiz, where major key points are preparing, and scheduling, sharing results.
- Conducting quality campaigns (Call Of Fame) (Quality Guru) (Wish Calls) for New Hiring & Bottom performs to maintain the quality targets
- SR Spot Checks, Long Duration Calls Spot Check, Conducting Training During Huddles, CTP Continues Training Program, Refresher Sessions, One To One Sessions & Team Sessions
- Achieving Monthly Targets by completing KPI' Key Performance Indicators, Simulation, Daily & Monthly Call Count Targets, QSL (Quality Service Level) & QI (Quality Index) , Re-Evaluation, Team Sessions, Individual Sessions

Being a Team Leader:

- Keep a strong check on Major KPI's (Quality/AHT/Quiz/Adherence) by conducting Quiz, Call drop spot checks, short call & long call analysis & sharing the reasons of High AHT, complete information & fraud cases
- Conducting Refreshers & Huddles for daily updates
- Highlighting Issue's, loop wholes of overall floor and sharing the reports of project
- Having Customer Experience by taking the valuable feedback of the customer's and sending it to system & process team for updating of processes.

Being a Customer Services Representative:

- Taking customer's calls through Soft & Hard Avaya IP Phones (Inbound) resolving their queries with warm and caring manners and complete product updates.
- Using more than 15 different soft wares including web applications like Siebel 7.01 (Main CRM) Tacker, Chris, DMS Portal, CRD Information Portal, Agent Desktop (ADT) Magic Screen, SIP, Smart Agent just to cater all categorized call Information/Complaint/Services more efficiently

Education

Bachelor of Information Technology in Information Technology

Punjab University Pakistan

August 2009

Skills

TIME MANAGEMENT, OPERATIONS, CRM, ERP, CALL CENTER MANAGEMENT, Sales Process (10+ years), Business Administration (6 years), Quality Assurance (6 years), Support & Coordination (6 years), Forecast & Projection (10+ years), Supervision & Assistance (6 years), CRM - Analysis (6 years), Client Management (10+ years), Confident & Structured (10+ years)

Links

<https://www.linkedin.com/in/umair-ilyas-5>

Awards

Certificate Of Achievement

April 2017

Apr 2017

Emirates NBD

Competed all sourcing channels in SE Wise Productivity - Payroll Referral

Certificate Of Achievement

April 2016

Emirates NBD

Competed all sourcing channels in SE Wise Productivity - Credit Cards

Won the Rising Star Award

November 2014

First Solution Management Services

Achieved best Approval Rate among all 7 sourcing channels.

Certifications and Licenses

Certificate of Completion

April 2015 to Present

Leadership Development Program

Sustain Leadership Hyatt Regency Dubai

Assessments

Sales Skills: Influence & Negotiation — Highly Proficient

December 2019

Using negotiation tactics to engage with and persuade customers.

Full results: [https://share.indeedassessments.com/](https://share.indeedassessments.com/share_to_profile/3f55fedaa1bacfa1a73045d071ed424ceed53dc074545cb7)

[share_to_profile/3f55fedaa1bacfa1a73045d071ed424ceed53dc074545cb7](https://share.indeedassessments.com/share_to_profile/3f55fedaa1bacfa1a73045d071ed424ceed53dc074545cb7)

Logic & Critical Thinking — Proficient

December 2019

Using logical approaches to problems.

Full results: [https://share.indeedassessments.com/](https://share.indeedassessments.com/share_to_profile/4482d6557968a7c2b9b5b907d403ee56eed53dc074545cb7)

[share_to_profile/4482d6557968a7c2b9b5b907d403ee56eed53dc074545cb7](https://share.indeedassessments.com/share_to_profile/4482d6557968a7c2b9b5b907d403ee56eed53dc074545cb7)

Data Entry — Expert

December 2019

Accurately inputting data into a database.

Full results: [https://share.indeedassessments.com/share_to_profile/](https://share.indeedassessments.com/share_to_profile/ab90f00175ed5a2aa4633e2d71fa0b54eed53dc074545cb7)

[ab90f00175ed5a2aa4633e2d71fa0b54eed53dc074545cb7](https://share.indeedassessments.com/share_to_profile/ab90f00175ed5a2aa4633e2d71fa0b54eed53dc074545cb7)

Customer Focus & Orientation — Proficient

December 2019

Responding to customer situations with sensitivity.

Full results: [https://share.indeedassessments.com/](https://share.indeedassessments.com/share_to_profile/2145b945e7775f12dba3036efaa27c43eed53dc074545cb7)

[share_to_profile/2145b945e7775f12dba3036efaa27c43eed53dc074545cb7](https://share.indeedassessments.com/share_to_profile/2145b945e7775f12dba3036efaa27c43eed53dc074545cb7)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

Additional Information

SKILLS

Professional

Forecast & Projection Support & Co Ordination

Operations - Team work Client Management

Target Market

Sales & Marketing

Business Administration

ZOHO CRM - Analysis

Call Center Management

Supervision & Assistance

Personal

Effective Communicator

Confident & Structured

Presentation Skill

Innovative & Honest

Deadline Supported work CS & Time Management

Analytical in Nature

S.W.O.T

Computer & IT

CRM & ERP System

MS Excel, IELTS

MS Word/Power Point

Windows 10 OS