



SAMEER HAMID

RELATIONSHIP MANAGER

Contact

Address

DUBAI UAE

Phone

+971567209053

E-mail

sameerhamid49@gmail.com

Skills

Administrative support

Office supplies inventory
management

File management Mail
handling

Call forwarding

Problem-solving

Languages

English

Hindi

Tamil

Malayalam

Personnel Details

Nationality: Indian

D.O.B- 11.09.1991

Religion: Muslim

Marital Status: Married

Personable Customer Relations leader driven to exceed customer expectations while promoting adherence to company standards and guidelines. Proven history of fostering quick and successful problem resolution, improving customer satisfaction ratings. Demonstrated success in utilizing current technologies to broaden access between customer and organization and improve response time.

Work History

2021-02 to Receptionist

2021-11 *PSL, ABU DHABI*

- ✓ Confirmed appointments, communicated, and updated client records.
- ✓ Answered central telephone system and directed calls.
- ✓ Coordinated patient scheduling, check-in, check-out and payments for billing.
- ✓ Responded to correspondence from insurance companies to verify patient's coverage.

2020-08 to
2021-01

Relationship Manager

PNB MET LIFE, KOTTAYAM

- ✓ Monitored issues carefully and reached out to customers to provide immediate resolution and maintain satisfaction.
- ✓ Generated new business and referral clients in partnership with financial advisors and branch team.
- ✓ Escalation and grievances handling of the customers banking staff.

2018-10 to
2020-01

Relationship Manager

Canara OBC HSBC Life Insurance, KOTTAYAM

- ✓ Monitored issues carefully and reached out to customers to provide immediate resolution and maintain satisfaction.
- ✓ Generated new business and referral clients in partnership with financial advisors and branch team.
- ✓ Escalation and grievances of customers and banking staff
- Monthly product refreshment training to the bank staff

2017-03 to
2018-09

Area Sales Co-ordinator

Aakash Education Private Limited, TRIVANDRUM

- ✓ Generating Leads for Business Development
- ✓ Conducting Seminars on School Tie Ups
- ✓ Telemarketing and Promotional activities

2015-07 to
2017-02

Business Development Executive

Just Dial Limited, TAMIL NADU

- ✓ Identifying and Analysing the Client Requirement
- ✓ Providing product demonstration to the client
- ✓ Cracking new Business through cold call
- ✓ Generate Leads for Business Development