



Sabeena Mohamedali

Relationship Officer

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📍 Deira City Center, Dubai

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★ Skills

Time Management

Team working ability

Excellent Communication
& Interpersonal skills

Problem Solving

Working to strict deadlines

Public Relation

Relationship Management

💻 Computer skills

MS Office

Expert

Digital Marketing

Advanced

Spreadsheet & Database

Advanced

ERP

Beginner

Blending a formal background of seven years' experience, I aspire for a career that will give me rich exposure through diverse assignment and will allow me to work with competent people to enhance my skills.

Education

From August
2005 to April
2009

BE - Electronics and Communication Engineering
VMKV Engineering College Tamil Nadu, India

From February
2012 to August
2012

PG Diploma in Embedded System Design
ICIT,Pune University India

Work experience

Since June 2020

Relationship Officer

Square Yards Dubai, UAE

Always maintain good relationship with agencies and real estate agents and update them on daily basis about promotions and any beneficial sales requirements. Good product knowledge and having ability to handle all kind of customers.

Generating leads and gain business through various marketing campaigns like phone calls, email, references, client reference, etc.

Providing daily sales report.

Make the plan how I can achieve more than to my given target.

From April 2019
to April 2020

Relationship Officer

Dunia Finance Abu Dhabi, UAE

Provide accurate, valid and complete information by analyzing financial documents.

Answer inbound and outbound calls, Excellent written and verbal communication skills.

Contribute to team efforts by an accomplishing monthly target.

Handling all HNI (High Net worth Individual) customer queries and cross selling new bank products to existing clients of the bank.

Examine and verifying the documents collected from the customers and authenticate the documents with true seen. Deposit the same with credit department.

Identify the training requirements, briefing everyday morning their requirement and targets and Analyzing the progress of the team and taking right steps by interacting with team members.

Resolve product and service problems by clarifying the customer's complaint, determining the cause of the problem, selecting and explaining the best solution to solve the problem.

Attending to customer queries promptly and thus contributing to effective management of grade of service. Following up the complains to ensure timely resolution. Maintain records of customer interactions, process customer accounts, credit cards and personal loan etc. Compile reports on overall customer satisfaction.

Languages

English

Expert

Hindi

Expert

Malayalam

Expert

Tamil

Expert

Arabic

Basic Level

French

Basic Level



Interests

Setting Up Networks

Computing

Travelling, Reading,
Photography

Work experience

From August
2016 to
February 2019

Project Coordinator

Global Solutions Pune, India

Attending the daily complaints of CCTV and Fire Alarm System and forwarding those to the technical team. Interact and communicate with the various business units. Provide answers and knowledge, share technical product and integration information pertaining to AutoDesk or competitor products. Analyzing the tooling machines and managing the installation of all-new machinery and equipment. Keeping the maintenance equipment operational according to the manufacturing instructions. A hardworking individual committed to achieving customer satisfaction and business objectives; Updating the daily reports and presenting to the GM

From May 2014
to April 2016

Project Coordinator

ASCORP Industrial Complex LLC Abu Dhabi, UAE

Coordination of day to day tasks for all the ongoing jobs and scheduling the job activities. Supporting the technical team for their technical tasks and aligning the materials with the requirements. Providing customer support to the corporate customers and making sure the jobs were being executed in time. Monitoring the execution of PPM activities for maintenance services and installations. Making and presenting the daily reports to the installation Manager.

From February
2010 to
December 2013

Sales Coordinator

Anya Technologies Kerala, India

Consistently make a good first impression when calling leads; Engage potential customers in dialogue that opens opportunities & commit to departmental and individual quotas/goals.

Meet company expectations for excellent customer service & update contacts database when necessary.

Answer all customer questions honestly and accurately & take relevant notes on all calls for future use and enter into the database.

Process orders quickly and accurately & maintain a friendly, professional tone at all times. Function as part of the team with sincere enthusiasm.