

JABIR ALI

+971 505822792 mirzajaber11@gmail.com

111 Mezzanine floor sima electronics building opp. LLH Hospital Electra Street, Abu Dhabi, UAE.



OBJECTIVE

To pursue career in an organization where I can utilize my skills and ability, in order to attain exposure and raising the bar in performance of myself keeping an organization's objective first foremost.

ACADEMIC QUALIFICATION

Grade 12th Govt. Boys Junior College [Holenarasipur, Karnataka, India] 2015

EXPERIENCE

(APRIL 21, 2022 - Till Now)

Finmart Financial Services

Abu Dhabi, UAE

Worked as **Relationship Officer**

Responsibilities

- Increase credit card customers
- Engage and educate customers on product usage
- Convey brand information to customers and respond to questions/inquiries that arise
- Responsible for daily/monthly sales targets
- Investigate and address competitors' activities
- Prioritize and schedule proactive calls to organization's accounts
- Update and manage contact database with accurate profiles, notes, and relevant information
- Undertake training on the firm's markets and products, and improve on selling skills
- Match sales opportunities that cover other products involving various sales representatives
- Upsell new plans to them according to their usage and average of their bills.
- Check their bills and analyse to make them understand.
- Give solutions according to the reason for line cancellation requests.
- Audit outbound calls and send them daily proactively.
- Maintain excel sheets on daily basis.
- Account handling of customers includes everything related to credit cards.
- Promoting new products to them.

(SEPTEMBER 2019 – SEPTEMBER 2021) Randstad India Pvt. Ltd

Worked as a **Customer Care Representative** Handling Outbound in **STATE BANK OF INDIA Credit Card**.

Responsibilities:

- To call customers, give them correct information about the products, services, and plans.
- To retain the customers and propose them retention offers.
- Upsell new plans to them according to their usage and average of their bills.
- Check their bills and analyse to make them understand.
- Give solutions according to the reason for line cancellation requests.
- Audit outbound calls and send them daily proactively.
- Maintain excel sheets on daily basis.
- Account handling of customers includes everything related to credit cards.
- Promoting new products to them.

(August 2018 - August 2019) Dream Gains Stock market advisory company

Worked as an **Advisor in Stock Market**

Responsibilities:

- To support customers give them the correct information, resolve their queries and issues via live call support system and email.
- Customer satisfaction while maintaining daily productivity.
- Respond to customers on email within the given time and follow up with their complete satisfaction.
- Used to take in-house training on customer support and apply them on daily basis to improve productivity and quality.

(January 2018 - July 2018) Emerge

Worked as a **Customer Care Representative US PROCESS**

Responsibilities:

To support customers give them the correct information, resolve their queries and issues via live call support system and email.

Customer satisfaction while maintaining daily productivity.

Respond to customers on email with the in given time and follow up with them until complete satisfaction.

Used to take in-house training on customer support and apply them on daily basis to improve productivity and quality.

SKILL

- Effective & Client-centric Communication.
- MS-Office

- Time Management
 - Leadership & Team Work
 - MS- Office
 - Effective Business Communication & Design Thinking
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PERSONAL INFORMATION

Date of Birth : 17/01/1996
Nationality : Indian
Religion : Muslim
Gender : Male.
Marital Status : Un-Married.
Language known : Kannada, English, Hindi, Urdu

I hereby declare that all the information given above is true and correct to the best of my knowledge. All the information shared in the resume is correct, and I take full responsibility for its correctness. I solemnly declare that the information in this resume is true to the best of my knowledge and belief.

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Jabir Ali