

# Shamseer Zubair



## Contact

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## Passport Details

Passport No.	:	K8444074
Issue Date	:	20-Nov-2012
Expiry Date	:	19-Nov-2022
Visa Expiry	:	19-Nov-2021
Visa Status	:	Employment

## Summary

Experienced Office Management and Administration Professional experienced optimizing productivity, efficiency and service quality across various environments. Highly dependable, ethical and reliable support specialist and leader that blends advanced organizational, technical and business acumen. Works effectively with cross-functional teams in ensuring operational and service excellence.

Business-driven Relationship Manager always finding successful ways to acquire new clients and foster lucrative relationships.

## Experience

**Senior Relationship Officer- Dec 2017 to Present****Abu Dhabi Commercial Bank, Abu Dhabi**

- Generate new business and referral client to Merchant Services portfolio
- Introducing new products launched under Merchant Services to be introduced to new and existing clients
- Maintaining strong and building close relationship with the on boarded clients
- Solving client issues with best customer satisfaction experience
- Solving customer queries within the provided TAT
- Managing new on boarded clients until its allocated to Service Team
- Coordinate with Service Team and update the current status of the client prior to allocation for the Service Team
- Managing all the application received under Merchant Services for archiving
- Having a close communication with coordinators and support staffs of Merchant Services to have a track on the progress of application

**Merchant Administration Assistant- Jul 2014 to Nov 2017****First Abu Dhabi Bank, Abu Dhabi**

- Capturing data on the merchant application to provided system internally
- Checking and capturing all new agreements and create start-up packs for merchants
- Processing additional forms wherever required
- KYC interaction with concern AML Team
- Follow-up on clients on pending documents for processing application file
- Direct contact with Business units
- Arranging team meeting and providing necessary training
- Assisting team with migration of internal system
- Assisting UAT and production unit

**Support Staff Assistant- Jun 2013 to Jul 2014****National Bank of Abu Dhabi, Abu Dhabi**

- Completed simple maintenance tasks for facility upkeep.
- Maintaining all the documents for the existing and new customers for future reference
- Attending inbound calls with related to Merchant Services calls
- Responding to emails received on group mail with customer issue

## Languages

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- English
- Hindi
- Tamil
- Malayalam

## Skills

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- MS Office
- Tally ERP
- Outlook

## Driving License

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Valid UAE issued driving license:

- Light Motor Vehicle
- Motor Bike

## Education

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- Primary School: Jun 2000 to Mar 2006  
Chinmaya Vidyalaya, Taliparamba, India
- High School: Apr 2006 to Mar 2011  
The Model School, Abu Dhabi
- Higher Secondary School: Apr 2011 to Apr 2013  
The Model School, Abu Dhabi
- Bachelor of Commerce: Jun 2013 to Feb 2016  
Mahatma Gandhi University, Our International, Abu Dhabi
- Master of Business Administration: Jan 2017 to Dec 2018  
Annamalai University, Our International, Abu Dhabi

## Skill Highlights

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- Good leadership quality
- Good conversation skill
- Excellent Interpersonal skill
- Potential experience in internet and E-mail operation

## Declaration and Reference

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I hereby declare that the above listed details are true and fair and I shall provide the required reference upon request.