



MEHRAN ALI

Business Development Officer



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Dubai-UAE



PROFILE SUMMARY

- A young, energetic & top-performing professional with 7 years of work experience in UAE & Pakistan.
- Possessing extensive experience in Sales, Marketing, Customer Services and Accounts Management.
- Having a track record of coming up with practical improvement initiatives which enhanced a company's overall effectiveness.
- Aspiring for a challenging position within the field of Sales-Outdoor Sales/Marketing/Customer Services/Accounts.



EXPERIENCE SNAPSHOT

- Business Development Officer-Retail
Company : Wall Street Exchange, UAE
Tenure : April 2023 to till date
- Executive Customer Experience – Branch Operations
Company : Wall Street Exchange, UAE
Tenure : Nov 2021 to April 2023
- Teller/ Remittance Staff- Branch Operations
Company : Al Ghurair Exchange, UAE
Tenure : Aug 2019 to Sep 2021
- Accountant
Company : Adam Jee Plastic Ind, PAK
Tenure : Feb 2017 to Jun 2019



COMPETENCIES

- Customer Acquisition
- Mobile App Registrations
- New Business Generation
- Public Speaking
- Meeting service goals
- Customer satisfaction
- Trouble-shoot skills
- Promoting Brand
- Customer service
- Planning skills
- Relationship Building
- Adaptability
- Leadership Skills
- Flexibility
- Convincing Power
- Complaint Handling



SOFT SKILLS

- Good Communication
- Problem solving
- Abilities To Meet Challenges
- Decision making
- Able to work long hours.
- Good Team player
- Thrives under pressure.
- Time Management
- Quick Learner
- Multitasking
- Interpersonal skills



ACADEMIC CREDENTIALS

- Bachelor of Commerce (B.COM)
University of the Punjab Lahore, Pakistan
Session: 2015 to 2017
- Intermediate in Commerce (I. COM)
Board of Intermediate & Secondary Education Fsd, Pakistan
Session: 2013 to 2015
- Matriculation
Board of Intermediate & Secondary Education Fsd,
Session: 2011 to 2013



IT FORTE

- Microsoft Word
- Microsoft Excel
- Microsoft PowerPoint



EXPERIENCE HIGHLIGHTS

- **Wall Street Exchange as a Business Development Officer from April 2023 to Till Date**
 - Making business partnership tie ups, organizing campaigns, events & CSR activities for better brand awareness and to enhance more business.
 - Acquisition of new customers, Customer Retention and building corporate relationship with customers.
 - Assisting in organizing promotional events.
 - Coordinating branch team & preparing action plans in collaborations with Branch Heads, Area Heads & Bank representatives.
 - Coordinating telemarketing activity.
 - Registering customers for Mobile App.
 - Implementing marketing strategies to Promote – App Registrations, Mobile Remittance & Mobile Top ups.
 - Maintaining client database to plan the activities accordingly.
- **Wall Street Exchange as a Executive Customer Experience from Nov 2021 to April 2023**
 - Monitoring Branch sales & planning to achieve set Targets.
 - Promotion of allied products of the company.
 - Handling high volume of cash, cheques, and Traveler's cheques.
 - Complaints & Enquiries – Handling customer complaints and enquiries regarding their remittance status.
 - Daily transaction voucher checking, sorting, arranging as per company SOP.
 - Practices Know Your Customer (KYC) and Customer Due Diligence (CDD).
 - Transfers balanced cash collections to the Branch-in-charge and generates necessary closing reports.
- **Al Ghurair Exchange LLP as a Teller/ Remittance Staff from Aug 2019 to Sep 2021**
 - Analyzing market segments to identify business opportunities.
 - Tracking and investigation the transactions/funds.
 - Investigate notes to determine genuine from counterfeit, balance transactions and ensure that no shortage and/or overages, no double postings, and misclassifications.
 - Communicating and coordinating with colleagues as necessary
 - Ensure high customer satisfaction.
 - Maintaining sound relationship with the customers.
 - Cross –sells the products and services.
- **Adam Jee Plastic Industries as a Accountant from 2017 to 2019**
 - Reconciles processed work by verifying entries and comparing system reports to balances.
 - Weekly payroll, purchase and sale invoice and band reconciliation.
 - Ensuring all invoices are validated against relevant purchased orders.
 - Monitoring customer accounts for nonpayment and delayed payments.
 - Inputting, matching, batching, and coding of invoices.
 - Keeping up to date with the latest developments in the marketplace.



SKILL SUMMARY

- A proven team lead who can motivate team.
- Ability to maintain work Schedules and uphold work standards.
- Attending technical meetings to uphold the project progress.
- Attending service calls on customer complaints or queries.
- Maintaining administrative records and preparing reports.
- Delivering excellence in customer service.
- Ability to work under pressure.



PROFESSIONAL TRAINING

- Marketing Skills Training
- Cross Selling Skills Training
- Customer Service Training
- AML Training
- FC Cash Handling Training
- Fraud Risk Management Training
- Whistleblower Program and Counterfeit Notes Detection Training



LANGUAGES

- English
- Hindi
- Urdu
- Punjabi



PASSPORT & VISA DETAILS

- Passport Number: HY1825801
- Place of Issue : Pakistan
- Date of Issue : 12-Dec-2018
- Visa Type : Residential



PERSONAL SNIPPETS

- Father's Name: Shafiq Ahmad
- Birth Date : Sep 10, 1997
- Nationality : Pakistan
- License : UAE Driving License
- Marital Status: Married
- Current Address: Dubai, UAE
- Permanent Address: Faisalabad Punjab PAK