

RESUME

Mohd Ashraf Aslam

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Valid UAE driving license



Career Objective:

Looking for an outstanding and professional career at the prestigious firm where I will channel my all efforts into doing service and learning in return.

Professional Experience:

Working with **Lulu International Exchange LLC.** as Teller (28th April 2019 to Till Now)

- Execute error free remittance and foreign currency exchange services to the individual customer as well as corporate client.
- WPS transaction, deposit of salaries and disbursement of salaries.
- Performing VAT payment, utility payment domestic and international.
- Handling face to face and telephonic enquiries from customers.
- Finding ways to measure customer satisfaction and improve services.
- Trained new employee regarding transactions, money exchange and cash handing procedure.

Worked with **Yes bank Ltd.** as Client Relationship Partner (17th April 2017 to 3rd Oct. 2018).

- Responsible for achieving the monthly sales target assigned to me for various products and services offered by yes bank.
- Proactively identify sales prospects and also do the business development activities in the geography assigned.
- Provided financial advice to customers and maintained knowledge on various products.
- Maintain periodic status reports, including daily activity report and calls/follow-up made.

Worked with **Kotak Mahindra bank Ltd.** as an Assistant Manager (16th Nov. 2015 to 1st Dec. 2016).

- Primary point of contact for credit card customers, providing superior customer satisfaction and managing the customer escalations.
- Handle customer inquiries, complaints, billing questions and payment extension/service requests. Calm angry callers, repair trust, locate resources for problem resolution and design best-option solutions.
- Generation of new client during services and cross sell bank products.

Internship Experience:

- Worked with **Sony India Pvt. Ltd.** as a Service Brand Associate (25 Sept. 2014 to 30 Oct. 2014).

Education:

- Two years full time **MBA** (2013-15) with dual specialization in **Finance and Marketing** from Babu Banarasi Das National Institute of Technology & Management, affiliated to Dr.A.P.J. Abdul Kalam Technical University, Uttar Pradesh, India.
- **Bachelor of Commerce** from Dr. Akhtar Hasan Rizvi Shiya Degree College affiliated to V.B.S. Purvanchal University, Uttar Pradesh, India, in 2013.

- **Intermediate** from Dr. Rizvi Learner's Academy, affiliated to Central Board of Secondary Education, New Delhi, India, in 2010.
- **High School** from Dr. Rizvi Learner's Academy, affiliated to Central Board of Secondary Education, New Delhi, India, in 2008.

Certification:

- Insurance Regulatory and Development Authority of India (IRDA) certified.

Personal Information:

- **Date of Birth** : 1st Aug.1990
- **Father's Name** : Mr.Mohd Aslam
- **Marital Status** : Married
- **Gender** : Male
- **Nationality** : Indian
- **Language Known** : English, Hindi, Urdu, Arabic.

Declaration:

I do hereby declare that all the information provided here is correct to the best of my knowledge and belief.

DATE:-

PLACE: -

(Mohd Ashraf Aslam)