



## MIRZARAZA

OUTBOUND TELEMARKETING  
& CUSTOMER SERVICE  
ASSOCIATE PROFESSIONAL

### CONTACT DETAILS



+971-563784183



mirzaraza2050@gmail.com



Dubai



<https://www.linkedin.com/in/mirza-raza-5581561b0/>

### PERSONAL DOSSIER

- DOB: 02.03.1994
- Nationality: Indian
- Gender: Male
- Passport No: C5326425

### EDUCATION

- MBA (BANGALORE CITY UNIVERSITY), (2019-2021)
- BACHELORS OF SCIENCE (BANGALORE UNIVERSITY), (2016)
- PRE-UNIVERSITY (12 th), (2012)
- SSLC, (2010)

## PROFILE

Experienced, Diligent, enthusiastic & highly motivated individual currently serving as out bound Retail banking associate with 2 years and 5 months of experience in financial services and customer relationship management. During this time period I have honed my sales as well as communication skills along with a combination planning skills, interpersonal abilities & problem solving ability by having a capability of remaining calm and courteous during high-pressure situations, with this skills set & experience I'm currently looking forward for a better opportunity to join a reputable organization where i can utilize my past experience & Skills to become a valuable asset within the organization.

## WORK EXPERIENCE

### ■ MARCH 2024–SEPTEMBER 2024 | CONSUMER FINANCE EXECUTIVE| AAFAQ ISLAMIC FINANCE PSC, DUBAI

- To achieve or exceed agreed core product sales targets to build new customers to build new customer base for Aafaq Islamic finance.
- Providing appropriate products information and guidelines on companies' policies and regulations to customers.
- Build a strong database of clients through promotional activities, personal network and referrals
- Take appointments on telephonic call and personally meet the customers by building a strong bridge of rapport with them and understand their financial goals and accordingly make a presentation to them on our various financial products
- To ensure the submitted digital applications of the interested customers and their documentation are error free
- To follow up for document discrepancies which have been approved as deferrals
- Authentications of kyc documents
- Maintain periodic status reports, including daily activity report and calls / follow-ups made
- Ensuring compliance with companies' regulations, privacy laws and security protocols to safeguard customer information and maintain integrity of companies' operations.
- Minimize errors and act upon them for correction and re-submission if any
- Ensured personal sales targets is achieved by representing companies' values and following customer obsessed methodology to ensure high levels of customer experience
- Collaborating with cross-functional teams to ensure timely resolution of customers issues
- Keeping self-updated about the various newly included benefits and regarding any policy changes made by the company

## LANGUAGES

- English



- Hindi



- Urdu



- kannada



## SOFT SKILLS

- Interpersonal Skills
- Strong verbal & written communication skills
- Multitasking Ability
- Customer Relations
- Market and Brand Awareness
- Strategic Sales Management
- People Management
- Able to work with minimal supervision & handling tasks simultaneously
- Ability to complete assigned project tasks within the given time frame.
- Good planning Skills
- Ability to adapt to change, identify risks and manage them using different strategies to handle irate clients

## COMPUTER SKILLS

- MS Office applications
- Tally ERP-9
- HTML
- Adobe Photoshop
- ZOHO CRM
- Microsoft dynamics 365

### ▪ MARCH 1/ 2022 – DEC 2023 | RETAIL BANKING EXECUTIVE| FINMART FINANCIAL SERVICES, DUBAI

- Adaptable and self-motivated individual having a sound knowledge in retail banking multi-products, who loves to work in a fast-moving environment by identifying various business opportunities and maintaining Healthy relationship with clients and possess excellent communication skills.
- Profiling the potential customers by targeting the right audience by extensive market research and reaching out to potential areas as part of marketing and profiling customers based on segments like the type of the companies that operates within that particular area and the monthly remuneration of the potential clients who work there, plays a major role in achieving the monthly assigned target
- Apart from reaching out to potential areas, proactively seeking different ways to develop and build customer relationships by reaching out to potential clients of various nationalities across different emirates through various marketing strategies by attending kiosks set by the company, outdoor marketing and email marketing to enhance the bank's brand and attract potential client and along with Highlighting the fee schedules for various type of products available within the credit card segment and informing the service charges, interest rates, policies, By Adhering to the regulations and consumer privacy policies
- Converting the potential clients into service availing clients by thoroughly performing due diligence and making sure that the clients meets the set bank criteria and closing the sale by providing the best service to the potential clients and onboarding them as new to bank customers by providing best after sales service and maintaining everlasting relationship with them by which this has landed several referrals from the existing clients.
- Providing Quality service to the clients by attending to the queries on various banking products by acting as a one point of contact between customers and company and keeping an update about the services offered by the competitors present in the banking industry so it will be favorable to tackle the uninterested customers
- To stay up to date regarding the various newly added features and regarding any policy changes made by the bank.

### ■ APRIL 2017 –MARCH 18|CUSTOMER SERVICE ASSOCIATE| BITLA SOFTWARE PVT.LTD., BANGALORE

- Assisting customers on any technical issues related to E-Ticketing and E-Ticket refund related quires
- Updating the various OTA Travel partners about the day-to-day bus cancellations and updating them if any changes made in Boarding and Dropping points by the Bus operators so they can update the same to the customers who have done the reservations from their booking portals
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### ACCOLADES & CO-CIRCULAR ACTIVITIES

- As best employee performer of the month.
- Awarded for dynamic leadership in college fest.
- Won prizes in college fest
- Participated in cycling event to raise awareness about the climate change which was organized by Bangalore Environmental Trust