

AFSAL RAHMAN

BANKING PROFESSIONAL

Abu Dhabi, UAE • +971545068676 • aafzalabdurahman@gmail.com

PROFESSIONAL SUMMARY

Results-driven banking professional with over 9 years of experience in various managerial roles, including Operations Manager and Assistant Sales Manager. Proven expertise in streamlining processes, enhancing operational efficiency, and driving sales performance. Additionally, 2 years of experience in facility management, successfully managing resources and optimizing service delivery. Skilled in leading teams, implementing strategic initiatives, and delivering exceptional customer service. Seeking to apply extensive background and leadership skills to contribute to a dynamic banking institution focused on growth and excellence.

CORE COMPETENCIES

Relationship Management	Cross-Selling Strategies	Client Engagement	Sales Leadership
Wealth Management	Business Growth	Regulatory Compliance	Customer Satisfaction
Strategic Planning	Risk Management		

KEY ATTRIBUTES

Leadership and Team Development	Communication Skills	Proactivity and Compliance	Analytical Skills
Attention and Organization	Problem-Solving	Time Management and Planning	

WORK EXPERIENCE

Facilities Coordinator - Facility Management Department, Bin Al Sheikh Holding, Qatar

January 2023 – September 2024

- Work Order & Maintenance Management:** Managed preventive and reactive maintenance to ensure timely issue resolution, minimizing operational disruptions and optimizing resource allocation.
- Procurement & Inventory Control:** Supervised procurement processes and inventory management to maintain cost efficiency, reduce waste, and ensure continuous availability of critical supplies.
- Vendor Relations & Compliance:** Acted as the primary liaison with vendors, ensuring on-time deliveries, negotiating contracts, and ensuring compliance with local regulations and organizational standards.

Office Administrator – Facility Management, Elegancia Group, Qatar

July 2022 – December 2022

- Office Facilities & Operations Management:** Oversaw the efficient operation and maintenance of office facilities, including building systems, equipment, and services, ensuring a safe and functional work environment through effective coordination of maintenance, repairs, and security measures.
- Budget & Vendor Management:** Managed budgets and vendor relationships to optimize facility performance, ensuring cost-effective operations and timely resolution of facility-related issues to support smooth office functionality.

Manager – NRI Relationship Manager, Axis Bank, India

November 2020 – May 2022

- Relationship Enhancement:** Elevated monthly book value and fostered loyalty through strategic engagement with high-net-worth clients, executing a client-centric banking strategy.
- Tailored Financial Planning:** Created precise wealth management plans by understanding individual client needs through meticulous customer profiling.
- Effective Cross-Selling:** Maximized client value and portfolio diversification through seamless execution of targeted cross-selling strategies.
- Innovative Sales Leadership:** Drove sustained business growth by spearheading creative sales initiatives that attracted both new and existing clients.
- Client Satisfaction Assurance:** Proactively resolve client concerns, driving swift resolutions and cultivating lasting satisfaction and retention.

Branch Operation Manager, ESAF Small Finance Bank, India

January 2017 – October 2020

- Operations Management:** Oversaw and managed all operational aspects of the bank branch, ensuring smooth functioning and efficient performance in alignment with operational goals.
- Regulatory Compliance:** Ensured strict adherence to all regulatory guidelines and requirements, maintaining compliance standards and mitigating legal risks.

- **Audits and Inspections:** Managed interactions with internal and external auditors, effectively handling inspections and compliance matters to ensure the branch operated within regulatory guidelines.
- **Reporting and Communication:** Provided regular updates to superiors, ensuring transparency and accountability in branch operations while maintaining trust and keeping stakeholders informed.

Assistant Manager – Sales, Axis Bank, India

April 2013 – December 2016

- **Relationship Building:** Built strong customer relationships, driving satisfaction and loyalty through personalized service and proactive engagement.
- **Interpersonal and Analytical Skills:** Demonstrated effective communication and problem-solving abilities, resolving customer issues and enhancing overall service delivery.
- **Sales Target Achievement:** Drove in-branch sales initiatives, consistently meeting or exceeding sales targets to boost branch performance.
- **Quality Service Assurance:** Ensured the timely delivery of high-quality services, consistently meeting customer expectations and enhancing satisfaction.

COMPUTER PROFICIENCY

Banking and Financial Software: SAP, Finacle, Risk Management Software

CRM Tools: CRM Software, Sales Force

Database Management: Database Management Systems (DBMS), Oracle

Security and Compliance Tools: KYC and Compliance Software

Communication and Collaboration Tools: Zoom, Microsoft Teams, Gmeet

Office Productivity Software: MS Office Suite (Word, Excel, PowerPoint, etc.), Outlook

Facility Management Software: CAFM (Computer-Aided Facility Management)

EDUCATION

Master Of Business Administration (MBA), Pondicherry University - India, 2019

Diploma in Logistics and Transportation, Bharath University - India, 2012 – 2013

Bachelor of Business Management (BBM), Kannur University - India, 2008 – 2011

CERTIFICATION

Certificate in NISM (National Institute of Securities Markets)

Certificate in IRDA (Insurance Regulatory and Development Authority)

ACHEIVEMENTS

- Recognized for outstanding performance in the Life Insurance Oscar Contest at Axis Bank, June 2022.
- Acknowledged for an exceptional contribution to sales and excellence in the Insurance Stars of Kerala Campaign at Axis Bank, June 2021.
- Attained top-ranking nationwide in Residents Account Numbers at ESAF Bank, August 2020.
- Recognized as the best performer in the Life Insurance Onam Carnival campaign at ESAF Bank, September 2019.
- Honored for excellence as the Best Sales Officer in a Life Insurance campaign at Axis Bank, November 2015.
- Acknowledged as the Best Performer in a General Insurance campaign at Axis Bank, March 2015.
- Recognized for an invaluable contribution to the growth of NRI Business at Axis Bank, December 2014.
- Received the prestigious award for the Best Business Development Executive at Axis Bank, December 2013.

LANGUAGE

English – Professional

Hindi – Professional

Arabic – Beginner

Malayalam – Native

PERSONAL INFORMATION

Nationality: Indian

Year of Birth: 1989

Visa Status: Visit Visa

Availability: Immediately