



SYED IBRAHIM

CONTACT

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SKILLS

- Leadership and Team Management
- Strategic Sales and Client Acquisition
- Operational Excellence and Efficiency
- Financial Oversight and Risk Management
- Exceptional Customer Service and Client Retention
- Data-Driven Analysis and Decision-Making
- Compliance and Regulatory Knowledge
- Adaptability and Problem-Solving

PERSONAL DETAILS

Date of Birth / Age: 07/02/1997
Nationality: Indian
Other: Nationality-Indian

LANGUAGES

English
Fluent
Hindi
Fluent
Kannada
Fluent

PROFESSIONAL SUMMARY

Dynamic and results-oriented Deputy Manager With 8 Years of Comprehensive Experience In Branch Management, Sales, Operations, Collections, And Disbursements. Demonstrated Expertise in Driving Branch Growth Through Strategic Sales Planning, Effective Team Leadership, and Customer-Focused Service Initiatives. Skilled in Optimizing Operational Processes to Increase Efficiency, Managing Financial Oversight With a Focus on Risk mitigation, and Ensuring Compliance with Wegulatory Standards. Proven Ability to Build and Maintain Strong Client Relationships, Foster a Collaborative Team Environment, and Navigate Complex Challenges With a Solutions-Oriented Approach. Adept at Leveraging Data-Driven Insights For Decision-Making and Consistently Achieving Branch Objectives.

WORK HISTORY

- Sales executive05/2024 - 01/2025
Fintrek Marketing. - Dubai
- Joined As Sales Executive In Fintrek Marketing Outsourcing EmiratesNBD Bank Products, Personal Loan,Credit Cards And Account Opening
 - Managed Client Relationships From Early Stages Of Sales Process Through To Post-Sales
 - Built Long-Term Relationships With Customers And Generated Referrals From Existing Clients.
 - Developing Strategies To Identify Potential Customers And Convert Leads Into Sales
 - Providing Accurate And Transparent Information To Customers Regarding Terms, Fees, And Policies

Deputy Manager, Retail Banking10/2018 - 06/2023
IDFC FIRST BANK - Mysore
Handling Branch Sales/Consumer Durable Sales/CASA/ Customer Service/Disbursement/Collection's.

- Handling 4 Branches With The Team Of 4 BDM 8 Team Leaders And 80 Executives
- Streamlining Daily Operations Across Branches To Ensure Smooth Functioning, Adherence To Compliance Standards, And Minimal Service Downtime
- Focused on Enhancing Customer Experience By Ensuring Quick Resolution of Issues and Maintain High Service Standards, Resulting Significant Increase In Customer Satisfaction
- Handled Escalated Complaints With a Solutions Oriented Approach, Ensuring Customer Concerns Were Added Promptly And To their Satisfaction
- Hiring New Productive Executives And Onboarding them
- Visiting Our Consumer Durable Partners And Updating About Promotions And Offers

- Maintained excellent client relationships by dealing with queries and complaints calmly and professionally.
- Conducting Training Sessions For Executives On Sales, Customer Service, Disbursement And Collections
- Handling the Wholesale Loan operation activity Like Disbursement/Payment transfer/Servicing/MIS
- Control Over TAT To Fasten The Processing For Better Service To Our Partners and Customers
- On Boarding New Partners and Expanding The Markets
- Making Sure That Every Team Member Is Achieving Their Targets And Get Qualified For Incentives.
- Achieving Cross Sell Targets (Key Cross Sell Products Future Generali, ICICI Lombard, ICICI MBD And Credit Vidya
- Credit Card Sourcing With Core Team
- Maintain Delinquency Below 2% For High Approvals
- Monitoring High Delinquent Partners And Sales Executives
- Maintain Cost Of Acquisition And Attrition

**DISTRICT SALES MANAGER CONSUMER DURABLES
HOME CREDIT FINANCE**

07/2016 - 09/2018

Started Working As Sales Associate In HOME CREDIT FINANCE,

Consumer Durable Sales/Collections.

- Meeting Customer In Market And Promoting About The Consumer Durable Products And Offers
- Processing Loans To The Eligible Customers By Checking Their KYC
- Providing Customer's After Sales Service As Per Their Requirements
- Pitching Cross Sell Products, Personal Loan Auto Loan
- Maintaining Customer MIS To Track The Repayment And Sell A New Product's
- Sourcing Quality Customer To Get High Approval Ratio And Maintain Delinquency
- Reminding Customer To Add Funds Before 2Days Of EMI
- Achieving Daily Sales And Cross Sell Target's

After Qualifying For The Incentives Consistently 6Months And Maintaining Delinquency Under Control My Company Has Selected Me For Promotion Assessment And I Clear The Assessment And Got Promoted District Sales Manager And I was Relocated.

Consumer Durable Sales//Disbursement/Collection's.

- I Was Handling 25 Sales Associate And 40 Outlets.
- Hiring New Sales Associate And Empanelling New Outlets
- Visiting Outlets And Maintaining A Good Relation with Partners
- Conducting Daily Morning Meetings With Team And Understanding The Problems Which They are Facing Market
- Ensuring My Team Is Daily Achieving Sales And Cross Sell Targets
- Ensuring My Team Members Are Qualified For Incentives
- Conducting Weekly Review Meeting And Training
- Monitoring Daily Submission And Disbursements
- Clearing Checker Sent Back Files In The Given Time And Sent them Back For Disbursement
- Control Over TAT to Fasten The Processing For Better Service To Partners And Customers

- Maintaining Payment MIS Of Partner's And Checking Tranche Outstanding
- Ensuring My Team Delinquency Is Under Control For High Approval Ratio

EDUCATION

BCOM

HOBBIES AND INTEREST

- Cooking
- Playing Cricket
- Travelling