

SAFWAN SAIFUDDEEN

Senior Sales Officer

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Professional Summary

Dynamic sales professional with proven expertise in customer acquisition, relationship management, and marketing strategies. Skilled in driving revenue growth and delivering exceptional service, with a strong background in both banking and customer-facing roles.

Key Skills

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|----------------------------------|---------------------------------------|---------------------------------|
| • Strategic Sales Planning | • Target Achievement | • Negotiation & Closing Skills |
| • New Business Development | • Territory Management | • CRM Tools |
| • Key Account Management | • Customer Retention Strategies | • Sales Forecasting & Reporting |
| • Sales Team Leadership | • Competitive Market Analysis | • B2B & B2C Sales Expertise |
| • Client Relationship Management | • Presentation & Communication Skills | • Market Penetration Strategies |
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Professional Experience

HDFC Bank || Senior Sales Officer - corporate salary acquisition

Sep 2023 - Mar 2025

- Prospected and acquired new corporate clients to onboard employees under the bank's salary account scheme.
- Conducted presentations and set up desks at corporate offices to promote salary account benefits.
- Built and maintained long-term relationships with employees of corporate clients to ensure service satisfaction and retention.
- Provided prompt customer support and resolved queries to enhance client experience.
- Promoted and sold HDFC Bank credit cards to eligible salary account holders; explained features and benefits to boost activation and usage.
- Cross-sold unsecured personal loans to salaried individuals; managed the full loan process from eligibility check to disbursal.
- Marketed Demat and trading accounts to interested clients; explained features, brokerage, and assisted with account opening.
- Advised customers on Fixed Deposits (FDs) and Recurring Deposits (RDs) based on their financial goals.
- Supported clients in opening and renewing deposit accounts, ensuring correct documentation and interest payout settings.

Delivery Operations Associate || ST Courier Private Ltd

Aug 2021- Aug 2022

- Managed daily pick-up and delivery operations to ensure timely and accurate order fulfillment.
 - Coordinated with warehouse and dispatch teams to streamline logistics and reduce delivery delays.
 - Collected parcels from designated locations and delivered them to customers following route plans.
 - Verified delivery information, obtained signatures, and ensured proper documentation for each order.
 - Handled cash on delivery (COD) transactions securely and submitted payments to the appropriate department.
 - Maintained a high standard of customer service during all delivery interactions.
 - Resolved on-site issues such as address discrepancies or customer queries effectively.
 - Ensured proper handling of packages to prevent damage or loss during transit.
 - Maintained delivery logs, updated tracking systems, and reported delivery status in real-time.
 - Adhered to traffic laws, company safety policies, and COVID-19 hygiene protocols during delivery operations.
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Education

Bachelor of Arts

Mahatma Gandhi University

2018-2021

Languages

- Malayalam (Native)
- English
- Hindi
- Tamil