



ALI AZIB

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SUMMARY

Results-driven and customer-focused professional with experience as a **Customer Service Representative (CSR), Territory Sales Supervisor, and Relationship Officer**. Adept at building strong client relationships, driving sales growth, and ensuring exceptional customer service. Seeking a dynamic role where I can leverage my skills in customer engagement, sales management, and strategic relationship-building to contribute to business success and professional growth.

EDUCATION

- **Bachelor of Arts**
Bahauddin Zakariya University,
Multan

INTERESTS

- Reading, Net Surfing
- Sharing the New ideas.
- Learning and teaching
- Art

LANGUAGES

- English (Full Professional)
- Urdu (Full Professional)
- Punjab (Native)

SKILLS

- ✓ **Strong Interpersonal & Communication Skills** – Effectively interact with clients, colleagues, and stakeholders.
- ✓ **MS Office Suite** – Proficient in Word, Excel, PowerPoint, and Outlook.
- ✓ **Ability to Work Collaboratively** – Thrive in team environments to achieve common goals.
- ✓ **Problem-Solving** – Analyze situations and provide effective solutions.
- ✓ **Leadership** – Guide and motivate teams to enhance productivity and performance.

PROFESSIONAL EXPERIENCES:

Compliance Officer & Sales Coordinator

September 2024 – January 2025

- Monthly MIS Reporting – Preparing and analyzing management information system reports.
- Staff Attendance Management – Monitoring and maintaining attendance records.
- CPV Calls – Conducting customer verification calls.
- Credit Card Application Processing – Ensuring smooth handling and verification of applications.
- Sales Agent Tablet Management – Overseeing device allocation and functionality.
- Monthly Sales Governance File – Compiling and maintaining sales compliance reports.

Relationship Officer

Emirates Islamic Bank, Abu Dhabi

August 2023 – August 2024

- Managed and developed relationships with individual and corporate clients, ensuring high customer satisfaction and retention.
- Provided expert financial advice on banking products, including loans, credit facilities, and investment solutions.

Territory Sales Supervisor

United Bank Limited (UBL)

May 2019 – July 2023

- Managed and expanded the **merchant network**, ensuring seamless onboarding and retention of business partners.
- Oversaw **Omni-channel partner management**, integrating digital and physical sales channels for enhanced customer engagement.
- Led initiatives for the **expansion of retail footprints**, identifying and securing strategic locations to drive business growth.
- Conducted **sales blitz activities**, implementing aggressive sales strategies to maximize revenue and market presence.

Warehouse Receiver

September 2017 – December 2018

- Managed **store inventory**, ensuring accurate stock levels and timely replenishment.
- Processed **cash invoices**, maintaining financial accuracy and transaction records.
- Handled **customer complaints**, resolving issues efficiently to ensure customer satisfaction.

Customer Service Representative

United Bank Limited | November 2014 – April 2017

- Managed **cash handling** efficiently, ensuring accurate transactions and balancing daily reports.
- Processed **remittances** and ensured timely fund transfers for customers.
- Assisted customers with **utility bill payments**, ensuring seamless transactions.
- Handled **Interbank Fund Transfers (IBFT)**, ensuring secure and efficient processing.