Benjamin Kaid Fashan

**Location**

Barry, Wales, CF62

**Contact**

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**Personal Profile**

A highly motivated, hardworking, and reliable professional with a proactive attitude, known for taking on new challenges and delivering results within deadlines. Passionate about providing exceptional customer care whilst driving positive outcomes for the business. With excellent communication skills and a friendly demeanour, thriving in team settings and also working independently with minimal supervision.

Enthusiastic about recognizing opportunities for process and technology improvement by sharing and implementing streamlined procedure ideas to optimize efficiency and enhance the overall client and company experience.

Top of Form

Bottom of Form

**Relevant Career Experience**

**Barclays Partner Finance – Client Services Manager**

***(October 2015 – September 2023)***

Experienced client service manager for instore finance offerings to companies both in the retail and motor sector. Created and managed client relationships with the aim to improve both quality and quantity of business.

**Duties:**

* Main point of contact for retail clients with turnovers of under 20M, supporting the business to hit yearly sales targets by bringing my in-depth knowledge of the sector and providing great service by understanding client needs, resolving issues and cultivating long-term partnerships.
* Conducted regular meetings and yearly reviews with clients using Salesforce to capture interactions, changes and feedback. Providing clients with valuable insights to improve their business operations, driving sales whilst influencing process improvement internally and ensuring accuracy of captured data for audits.
* Negotiated pricing agreements and new finance products with clients to maximize revenue and meet their financial requirements.
* Assisted area sales managers as the secondary point of contact for major retail and motor clients, providing dedicated support and timely resolutions to queries by leading and motivating cross-functional teams to achieve outstanding service supporting client retention.
* Delivered training sessions in presentations to staff trainers and head offices, showcasing product features, benefits, and best practices. Driving client self-efficiency by working with them to build tailored process guides for stores and head offices. Recognised by the business for the work on our largest client Wren, reducing unnecessary store queries coming into teams.
* Demonstrated a strong understanding of risk assessment and control procedures, ensuring compliance from clients with industry policies and regulations. E.g. FCA Companies house, ICO,
* Maintained my compliance with industry changes keeping up with training e.g., SAF (motor), Money laundering, GDPR, Consumer Duty.
* Supported the closure of Operational Risk Assessment and Control (ORAC) processes, contributing to a safe and secure business environment. Played a key role in client exits as part of the company’s new strategy, specifically ensuring client’s outstanding customer accounts were closed correctly and in a timely manner by end of termination to mitigate risks.
* Mentored the fulfilment team as part of a project moving departments offshore. Collaborating closely with team leaders to ensure understanding of processes and systems to support colleague success.
* Worked on the creation of the new client sales and procedure guides, ensuring accurate and up-to-date information to improve quality and reduce client complaints.
* Adapting easily to new technologies, processes, and working environments by harbouring a positive attitude. Tasked with leading the transition to the new digital platform “click to sign” for clients and internal teams, enhancing the overall user understanding by collaborating closely with stakeholders and influencing teams.

**Barclays Partner Finance – *Outbound Executive***

***(December 2014 – October 2015)***

**(Temporary Staff Managed by Reed; *May 2014 – December 2014*)**

Senior outbound executive. Heavily involved in the creation of the department. Working with different departments to create processes and build the outbound dialler system.

**Duties:**

* Took foreign exchanges to all service teams to improve understanding of the business and help build collaboration between the outbound team and other departments. This supported the significant development of myself and the outbound dialler.
* Worked with management teams to build question sets for calls to improve call quality and data by sharing colleague feedback.
* Obtained valuable feedback from new customers, whilst ensuring their sound understanding of their finance product.
* Identified client and customer fraud and generated data on potential risk exposure(s).
* Ensured fulfilment of both contractual and regulatory obligations to the company, clients, and customers.
* Highlighted both positive and negative trends, alongside any potential issues with clients.
* Ensured all queries and requests were processed in a professional and timely manner.
* Undertook leadership tasks when needed to support the department and team performance.

**Previous Positions**

Linekers Bar (Ibiza, Spain) – Bar Staff (July 2013 – September 2013)

Firstsource - Customer Sales Advisor (June 2012 – June 2013)

Conduit - Customer Sales Advisor (April 2011 - June 2012)

Debenhams – Sales Advisor (August 2007 – July 2010)

**Training & Education**

Agored – IT Security for Users (introduction to cyber security)

8 GCSEs including English & Maths