

Usama Ibrahim

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Visa Status: Visit Visa



CAREER OBJECTIVE

With 3 years of Customer Services experience I want to serve your organization in a best possible way with sheer determination and commitment.

CAREER PROFILE/SKILLS

- Strong English verbal and written communication skills
- Customer Service (Inbound, Outbound)
- Hard working and enthusiastic characteristic
- Banking Experience
- I have the ability to manage my time both effectively and efficiently by prioritizing my tasks.
- Effective compliance to SOP
- Like to work as team player
- Social Media Expert

PROFESSIONAL WORK EXPERIENCE

Organization: **SHARAF GROUP**
Tenure: July 2020 to May 2021 (Dubai)
Designation: Team Lead Customer Service



Responsibilities:

- Give constant direction to team members to ensure that all customer inquiries are rightfully attended to on time and in the best way possible to give them satisfaction
- Create better modes of operations to make customer service easier for both team members and customers
- Serve customers by providing product and service information and resolving product and service problems.
- Attract potential customers by answering product and service questions and suggesting information about other products and services
- Step in to attend to customers that are proving difficult to team members and resolve their complaints
- Provide assistance to team members whom are experiencing difficulties and giving them personal coaching
- Maintain customer records by updating account information
- Building and maintaining relationships with clients and key personnel within customer companies.
- Conducting business reviews to ensure clients are satisfied with their products and services.
- Alerting the sales team to opportunities for further sales within key clients.
- Letting customers know about other products the company offers.
- Attending meetings with clients to build relationships with existing accounts.
- Working closely with Sales Managers and Sales Team.
- Effectively widen the relationship by maintaining relationship contact plan
- Maintain broad knowledge of products, pricing, promotions, and procedures.

Organization: **Emirates NBD**
Tenure: May 2018 to June 2020 (Dubai)
Designation: Customer Services Specialist



Responsibilities:

- Provide effective customer service to achieve a percentage of customer satisfaction and retention.
- Conduct all sales and service activities within the risk and compliance parameters as defined from time to time.
- Building and maintaining relationships with clients and key personnel within customer companies.
- Attending meetings with clients to build relationships with existing accounts.
- Listen attentively to customer needs and concerns; demonstrate empathy while maximizing opportunity to build rapport with the customer.
- Assist customers in their Account, Remittance related requirement.
- Call back customers who opt in call to action for Liability and Remittance related promotions.
- Achieve quality business growth through sales calling based on defined objectives.
- Achieve specific sales targets and maximizing sale opportunities on each and every call.
- Ensure service delivered to customers meet the contractual sales goals and other Key Performance Indicators ('KPIs').

Organization: **Labaik Tours LLC, USA**
Tenure: Jan 2016 to Jan 2018 (Remote)
Designation: Customer Service Specialist



Responsibilities:

- Resolve customer complaints via phone, email, mail, or social media.
- Greet customers warmly and ascertain problem or reason for calling.
- Assist with placement of orders, refunds, or exchanges.
- Managing sales team and formulate strategies to increase sales
- Receive inbound and outbound customer for queries and complaints
- Keeping records of calls, sales and customer information in data base software (CRM)
- Promoting brand & encouraging sales through various promotional activities
- Handling and assisting customers on web online chat platform (Live Chat)
- Support Sales and Product Marketing webinar sign-ups and attendance through webinar coordination and e-campaign
- Developing and running Google Ads and handling social media channels (Instagram and Facebook)
- Identified and executed improvements for processes, content, and lead generation.
- Collaborated with Content Team to promote blog posts and guest posts.

PROFESSIONAL AND ACADEMIC QUALIFICATION

- Bachelors in Commerce
(Hon's)

Bahauddin Zakariya University **2011-15**
Pakistan.

TRAININGS & WORKSHOPS

Attended the following courses conducted by Emirates NBD Bank.

- One-week training session attended on Compliance Banking conducted by Emirates NBD Dubai in March 2019.

- Training session attended on Customer services, Account opening procedures, Documentation and KYC conducted by Emirates NBD in July 2019.
- Attended Selling Skills Training Session & Tele Marketing being conducted by Emirates NBD in January 2020.

PERSONAL DETAILS

Date of Birth	:	04.10.1992
Nationality	:	Pakistani
Marital status	:	Single
Languages	:	English, Urdu, Punjabi

REFERENCE

Reference will be furnished on demand