



EJAZ HUSSAIN

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Nationality: Pakistani

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Date of Birth: 16-December-1989

Driving License: Yes

Location: Dubai

OBJECTIVE:

Seeking a challenging position in reputable organization where my skills and experience will have valuable utilization and can contribute for the company's growth and profit.

PROFESSIONAL EXPERIENCE:

First Abu Dhabi Bank PJSC – Dubai, United Arab Emirates

<https://www.bankfab.com/>

Personal Banker – Islamic Acquisition (Aug 2019 – Till Date)

DUTIES AND RESPONSIBILITIES:

- * Generate leads and meet new and existing clients through visits to develop business and maintain customer relations.
- * Handling Multiple Products in Islamic & Conventional Acquisition (Personal Loans, Credit Cards, Quick Cash, Balance Transfer, Easy Payment Plan, Supplementary Credit Cards etc.)
- * Provide training to new agents on Islamic Acquisition.
- * Making MIS Reports for the team and department.
- * Making Weekly / Bi-weekly agent performance reports.

Zameen.com – Karachi, Pakistan

<https://www.zameen.com>

Assistant Manager – Sales (Mar 2019 – Jul 2019)

DUTIES AND RESPONSIBILITIES:

- * Leading a team of 45 Business Development Executives and Team Leaders.
- * Ensure to deliver the quality services and property visits to customer by timely manners.
- * Organizing property seminars.
- * Trainings sessions to agents.
- * One on One feedback coaching and counseling session with agents.
- * Improvement planning sessions with Team Leaders.

Auction House Japan (Axiact) – Karachi, Pakistan

<https://www.auctionhousejapan.jp/>

Team Lead - Supply Chain Management (Sep 2016 – Oct 2018)

DUTIES AND RESPONSIBILITIES:

- * Leading a team of Logistics / Supply Chain Management.
- * Ensure to deliver the Vehicles to Customers by timely manners,
- * Keep an eye on all required Documents i.e. Export Certificate + Shipping Order + BL + Inspection Certificate and provides the same to customer by timely manners.
- * Taking initiatives for improving the quality of the Industry.
- * Preparing performance reports of the team on weekly and monthly basis.
- * Giving feedback and coaching the agents to help them improve their quality in customer services.
- * Coordination with the Vendor on back and forth Emails & Calls.
- * Addressing the concerns and updating the team in bi-weekly meetings.
- * Conducting team meetings with the agents in order to keep them updated.
- * Coach & counsel the team agents.
- * Coordination with Inter Department in order to provide customer satisfaction.

SBT Japan – Karachi, Pakistan

<https://www.sbtjapan.com/>

International Business Executive – International Sales

(Aug 2015 – Sep 2016)

DUTIES AND RESPONSIBILITIES:

- * Proper Follow up on the customers on daily / weekly / bi-weekly basis to ensure closure of sales.
- * Prepare action plans by for effective search for international sales leads and prospects.
- * Bought the Vehicles from Auction by bidding on timely manners.
- * Proper follow up on the Shipment in order to provide the Unit to Customers in timely manners.
- * Initiates and coordinates development of action plans to penetrate international markets.

ACADEMIC QUALIFICATION:

Bachelors in Commerce (Graduation)

University of Karachi (2011)

H.S.C Intermediate (B.I.S.E) Karachi (2008)

S.S.C Matriculation (B.S.E) Karachi (2006)

SKILLS:

- Advance Excel
- SQL
- MS Office
- VLOOKUP / HLOOKUP
- Pivot Table
- Data Validations
- IF Conditions
- Graphical Presentations with Smart Graphs / Charts)
- Familiar with Avaya, CRM, Seibel, Chris & multiple calls handling software.
- Team Management, People Management, Time Management, Risk Management & Leadership Skills
- Logistics & Supply Chain Management (i.e. Shipment Process, Export Certificates + Export Declaration + Inspections & their certificates + Bill of Lading + Dispatch of Documents etc.)

TRAININGS:

- Fragile - Handle with Care
- Customer Relationship Management
- Coaching & Counseling Skills
- How to Give Feedback
- Rapport building with Customers
- Email Writing

ACHIEVEMENTS:

* 5 times selected as a Employee of the Month in overall Supervisor tenure. **(TRG)**

* I have among the top 2.89% Axactians to be honored with prestigious Leadership Performance Silver Award **2 times. (AXACT)**

* Achieved 3 Million Personal Loan with 12 Credit Cards in calendar month **(FAB)**

* Top 1 Agent on Credit Cards, Personal Loan / Finance, BT / QC multiple months of 2021 with 100% KPI **(FAB)**

*Supported QA Team in preparing training material of Islamic Acquisition **(FAB)**

LANGUAGES:

English	Proficient
Urdu	Proficient
Hindi	Proficient

Reference:

Will be furnished on request

- * Maintains contact with customers in the international market to ensure high levels of customer satisfaction.
- * Preparing performance reports at the end of the month.
- * Sets international sales strategies.
- * Ship / Book the vehicle in the vessel in timely manner to ensure customer satisfaction.
- * Researching organizations and individuals online to identify new leads and potential new markets.

Axact – Karachi, Pakistan

<https://www.axact.com/>

Team Leader – Internal Audits (Business Unit)

(Dec 2013 – May 2015)

DUTIES AND RESPONSIBILITIES:

- * Risk Management
- * Leading a team of Quality Assurance/Internal Audits
- * Giving feedback and coaching the agents to help them improve their quality in customer services.
- * Taking initiatives for improving the quality of the Industry.
- * Taking Actions on all Risk Related Concerns and needs to make a Report on it Daily Basis.
- * Preparing performance reports of the team on weekly and monthly basis.
- * Addressing the concerns and updating the team in bi-weekly meetings.
- * Conducting team meetings with the agents in order to keep them updated.
- * Coach & counsel the team agents.
- * Keeping regular checks on reports, back and forth emails, Random calls in order to ensure compliance.
- * Responsible to maintain KPI as per the organization's expectation.
- * Taking Actions on all Risk Factors for Charge-back reducing Purpose.

Axact – Karachi, Pakistan

<https://www.axact.com/>

Quality Assurance Executive

(Jul 2013 – Dec 2013)

DUTIES AND RESPONSIBILITIES:

- * Monitoring and evaluating the inbound & outbound calls & sales
- * Preparing task reports on weekly and monthly basis.
- * Addressing the concerns and updating the team in bi-weekly meetings
- * Keeping regular checks on reports, back and forth emails, Random calls in order to ensure compliance.

TRG (The Resource Group) – Karachi, Pakistan

<https://www.ibexglobal.com/>

Supervisor – Operations

(Nov 2011 – Jul 2013)

DUTIES AND RESPONSIBILITIES:

- * Leading a team of Customer Support Executives
- * Overseeing the Production of the biggest program of TRG Karachi which is Telenor Pakistan.
- * As a Supervisor, analyzing the performance of agents and motivate them to enhance their performance.
- * Fostered a floor environment conducive to learning and promoting excellent customer service
- * Ability to work under pressure in fast paced environment and effectively meet deadline
- * Responsible to maintain KPI's as per the client's expectation
- * Works on issues of diverse scope, where analysis of situation or data requires evaluation of a variety of factors, including an understanding of current business trends

TRG (The Resource Group) – Karachi, Pakistan

<https://www.ibexglobal.com/>

Customer Services Executive

(Nov 2011 – Jul 2013)

DUTIES AND RESPONSIBILITIES:

- * Serves customers by providing product and service information and resolving product and service problems.
- * Attracts potential customers by answering product and service questions and suggesting information about other products and services.