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**NOEL FRANK**

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| **ACCOMPLISHED OPERATIONS,CUSTOMER SERVICE AND COMPLAINCE PROFESSIONAL**  *Competent and result professional with 16****+ years*** *of rich and diversified experience across banking, customer service, operations, sales and compliance oriented*  **EXECUTIVE SUMMARY**   * Improving customer satisfaction, and driving overall operational improvements, while being team-oriented and hardworking with an analytical and organized nature * Result-oriented and driven dispatcher, with broad-based experience in all aspects of customer service, operations, and complaint handling with cost efficient & achieving sales targets * Expert at securing transactions and establishing long-term relationships and strategic alliances with key customers and partners to identify opportunities and drive continuous process improvement * Efficient in maintaining relationships with existing customer, portfolio management, and delivering progress reports on a regular basis * Skilled in process improvement, risk assessment, cross-functional collaboration, and project deployment * Versatile and dedicated in boosting organization revenue through exceptional commitment and rigorous cost control techniques * Skillful in handling customer complaints and providing optimum solutions   **CORE COMPETENCIES**  Excellent Communication **•** Organizational Skills **•** Team Orientation **•** Technical Expertise **•** Result Orientation **•** Process Improvement Strategies **•** Adaptability and Innovation **•**C:\Users\Jagannath\Desktop\oo.jpgCompliance Regulatory **•** Team Building  **Accolades2.jpgCAREER HIGHLIGHTS**  **As Senior Telesales Executive at FAB**   * Was awarded as the highest revenue generator for the month of August 2019 * Gained appreciation on several instances by clients, Business Area for   Resolving complex queries in the process.  **As Senior Remittance and Loans Officer at CBD**   * Have been the highest remittances processer in the team. * Assigned as a Trainer in Remittance and Loans for new hires in CBD.   **As Senior Telesales Officer at Mashreq**   * Have been the highest remittances processer in the team.   **CAREER CONTOUR**  **Senior Customer Service/ Telesales Executive – First Abu Dhabi & Dubai First, UAE – May 2016 to July 2021**   * Developed and managed strong client relationships, served as liaison with bank personal to effectively resolve any client issues * Handling and driving service level commitments while adhering to business process and establishing clear points of escalation based on workflow outcomes * Resolve product or service issues by clarifying the client’s complaint and determining the source of the problem * Ensure clients receive a high level of service and that client contact is carried out in compliance with bank policies and regulatory requirement. * Selling loans and Balance Transfers on the credit card to new and existing customers. * Ensuring that all revenue targets and objectives are met in accordance with the Area Business Plan. * Orienting new employees and supporting them through their probationary Period. Dealing with consumer sales inquiries.   **Senior Loans and Remittance Officer – Commercial Bank of Dubai Sep 2014 to Jan 2016**   * Data verification in accordance with compliance rules. Ensure that all workflow items are completed on time and to the highest quality standards. * Recognize the form and layout of an Explanation of Benefits (EOB) to ensure the correct data is recorded. * Conduct a payment audit and remedy any errors. * Carry out all normal operating procedures while also informing management about difficulties, trends, concerns, and suggestions. As needed, assists with special projects and other obligations. * Approve loans up to a particular amount, and then refer loan applications for approval above that amount to management. Examine credit and loan files to ensure that they are up to date, and review loan agreements for completeness and accuracy in compliance with policy.   **Telesales Officer – Mashreq April 2013 – August 2014**   * Meet and exceed sales target on regular basis. * Trained new hires and improved sales through constructive feedback. Compiling daily sales of team members and monthly sales reports were among the additional jobs handled.   **Mortgage Executive – HSBC Hyderabad India May 2007 – March 2013**   * Responding to enquiries as a UK mortgage specialist and following the documentation procedure in accordance with compliance for clients, attorneys, and third-party surveyors, as well as notifying HSBC Mortgage Managers. * Solving complex queries, sending professional letters/emails, making and receiving phone calls, exploring complex issues, and delivering a timely solution * Analyze procedural modifications in terms of process development in collaboration with management. * Manage client and employee feedback forms serving as a vital link between team members and upper management through effective communication and employee relations.   **Senior Customer Service Executive – GE Money India**   * Catered client queries on credit cards, credit card payment cycles, and other credit-related topics (American Eagle, Pay Pal, Home Shopping Kirkland's, and so on). * Managed the Qualified Written Requests process, including escalations, team performance, and functioning as the business unit's Shift Supervisor. * Excellent client feedback was received after surveys from a third party.   **ACADEMIC CREDENTIALS**   * **Bachelors of Commerce – Computers** | Osmania University, Hyderabad, India | 2007 * **Intermediate** | St. Mary’s Junior College, Hyderabad, India | 20 01 * **SSC** | St. Mary’s High School, Hyderabad, India | 1999   **TECHNICAL PURVIEW**   * Microsoft Office, CRM, First Direct, Vision Plus, Citrix.   **PERSONAL DOSSIER**  **DOB:** 21 December 1983 | **Linguistic Abilities:** English, Hindi, and Telugu | **Passport:** K9180501 | **Visa:** Cancelled |