

RABEEA JAHANGIR

PROFILE:

11 years of experience in Sales/Customer Interaction Roles

Top Achiever in the Current Role at RBC

Recognized as a High Performer at Bank of Montreal with consecutive 10/10 NPS Scores (Customer Surveys)

High Sales Numbers at FIDO

SKILLS:

Microsoft Office (Word, Excel, Outlook, PowerPoint)

Google Drive (Docs, Sheets, Slides)

Social Media (Facebook, Instagram, Twitter)

SaaS: CRM, E-Commerce and SRM

INTERESTS

Travelling

Technology

Music

Contact

PHONE:

647-607-6647

EMAIL:

Rabeea1@gmail.com

EDUCATION

York University

Oct 2014

Bachelors in Administrative Studies

York University

Oct 2014

Professional Certification in Marketing

WORK EXPERIENCE

Royal Bank of Canada, Universal Collections Agent (Late Medium/ Late High Upskilled) (Mississauga, ON)

Aug 2020- To Date

- Connect with customers and reach mutual agreement for payment of their debt
- Communicate reasons for delinquency, assess financial situation and plan out solutions to pull clients out of delinquency.
- Provide sound financial advice.
- Ensure a good balance between quality Customer Care and effective collection techniques.
- Deal with all personal (e.g., Bank Accounts, Line of Credit, Loans, Mortgages, etc.) and commercial (e.g., Business Overdraft Limit, Business Visa, Government Guarantee Loans, etc.) products.
- Late High Upskilled for more complex accounts for thorough Risk Analysis, writing detailed reports, negotiating terms and directly communicate with Commercial Account Managers to find solutions to pull

client out of delinquency.

Royal Bank of Canada, Universal Collections Agent (Early Stage) (Mississauga, ON)

Nov 2018-Aug 2020

- Communicate with customers directly to obtain all necessary and relevant information and reach a mutual agreement for payment of their debt.
- Leverage strong and professional communication skills to ensure a balance between quality customer care and effective collections techniques.
- Assess client's financial situation by reviewing payment history and having detailed conversation with clients.
- Planning out solutions to pull clients out of delinquency.
- Proficient in personal products (e.g., Bank Accounts, Line of Credit, Loans, Mortgages, etc.)
- Proficient in software applications: TS2, CACS, Sales Platform, CART, Casper, Content Manager and Synergy.

FIDO- Sales Associate,

July 2018 till October 2018

- Provide the best customer experience to encourage clients to return by demonstrating sound knowledge of wireless products, service and company.
- Assist both new and existing clients with the purchase of wireless services and equipment.
- Handle client concern in a professional manner.
- Make effort to retain clients regarding billing inquiries, equipment issues, etc.
- Follow up with clients and instill a positive lasting relationship.

Fame Textile Canada Inc, Business Development Specialist

Dec 2009- June 2018

- Analyze and expand business operations towards sustained growth.
- Monitor revenue streams and identify opportunities to increase profitability.
- Evaluating and improving sales, marketing and branding strategies.
- Identifying and develop new lines of business based on consumer behavior.
- Monitoring customer inquiry, production status, sampling, shipping schedules and timely delivery of the product to the customers.

Bank of Montreal, Customer Contact Agent - Everyday Banking (Mississauga, ON)

Dec 2015-May 2016

- Act as a first line of contact and trusted consultant to the existing customers
- Understand the customers' needs and recommend the right products and services to meet them
- Achieve sales targets
- Use critical thinking to remain solution-focused and recognize the big picture
- Identify opportunities to help the customers and grow the business

Achievements

Honoree of RBC Million Dollar Elite Collector Club.

Recognized as RBC's Top Performer every two months.

Honoree of BMO Spotlight Award.