

# NAJMUDHEEN KM

Mobile no : 00973-39389535,00971-566882932(Whatsapp)  
Email-id : [najuchy786@gmail.com](mailto:najuchy786@gmail.com)  
Location : Isatown, Jidali – Kingdom of Bahrain



## OBJECTIVE

Looking to offer my skills in your company, especially in the field of sales and marketing in accordance with the set organizational objectives, leading to my career and professional growth.

## SKILLS

- Confident and authoritative speaker.
- Strong presentation skills.
- Confidence in your own abilities.
- A high degree of self- motivation.
- A passion for selling.
- Strong sales and customer service skills.
- Ability to communicate with people at all levels.
- Able to work own your own initiative and as part of a team.
- A strong negotiable and problem solving skills.
- Good time management and fast learner.
- Proven proficiency in relevant computer application.
- Receiving cheque and depositing with scheduled banks.
- Cash handling.
- Data entry work.
- Exceptional Telephone Etiquette.
- Adherence to high customer service.

## EDUCATION HISTORY

**Bachelors in Commerce**-Calicut University 2013

**Computer Skills:** Tally ERP9, MS Office 2019

Certification in MS Office Excel and Word

Certification in Tally ERP9

## **WORK EXPERIENCE**

### **FAB (First Abu Dhabi Bank)**

**Designation: Senior Relationship Officer (Since January 2018 to December 2019)**

Job Profile:

- ✓ Servicing customers over the phone on various products and services provided by the bank.
- ✓ Consistently demonstrates clear and concise written and verbal communication to perform necessary processes, procedures, and verbal dialogue to customize offers and solutions to new and existing clients.
- ✓ Maintaining good service levels and cross sell bank products via call. Handling 120-150 calls on a daily basis.
- ✓ To contact potential customers and convince them about the bank's product offerings.
- ✓ Sales and promotion of credit cards, accounts, auto loan, & Personal loan at exciting events/road shows nationwide.
- ✓ Ensure all credit card, auto loan & Personal loan applications are in order prior to submission for approval.
- ✓ Set up appointments and secure corporate counters for corporate sales.
- ✓ Market products via blitz when there are no events or corporate counters scheduled.
- ✓ Assist in responding to Client phone inquiries.

### **RAK BANK**

**Designation: Relationship Officer (Since January 2017 to November 2018)**

RAKBANK is the trading name of the National Bank of Ras Al-Khaimah PJSC, a public joint stock company headquartered in the Emirate of Ras Al-Khaimah, in the United Arab Emirates. RAK BANK were formed on 1976. The Group has operations in the UAE to be globally recognized as the most valued financial service provider in Middle East

#### Job Profile:

- ✓ Email existing clients to make them aware of new services or handle the phone call of customers experiencing a problem with his account.
- ✓ To ensure that no customer application is misplaced and is kept in safe custody.
- ✓ Sales and promotion of credit cards, accounts, auto loan, & Personal loan at exciting events/road shows nationwide.
- ✓ Assist in setting up various road shows, corporate promotions and events nationwide.
- ✓ Ensure all credit card, auto loan & Personal loan applications are in order prior to submission for approval.
- ✓ Set up appointments and secure corporate counters for corporate sales.
- ✓ Market products via blitz when there are no events or corporate counters scheduled.

### **DERBY (EMIRATES NBD Channel partner)**

#### **Designation: Customer Service Representative (October 2015-December 2016)**

Emirates NBD were formed on 16 October 2007 when the shares of Emirates NBD were officially listed on the Dubai Financial Market (DFM). The merger brought together the UAE's second and fourth largest banks (Emirates Bank and National Bank of Dubai) by assets and has created a bank with the largest asset base in the Middle East, summing up to more than AED 282 billion as at the end of the year 2008. The Group has operations in the UAE to be globally recognized as the most valued financial service provider in Middle East.

#### Job Profile:

- ✓ Assist customers with complaints and questions, give customers information about products and services, take orders, and process returns.
- ✓ To sell Personal finance products to the specified target customers/segments and meet monthly sales targets.
- ✓ Sales and promotion of credit cards, accounts, auto loan, & Personal loan at exciting events/road shows nationwide.
- ✓ Assist in setting up various road shows, corporate promotions and events nationwide.
- ✓ Ensure all credit card & Personal loan applications are in order prior to submission for approval.
- ✓ Set up appointments and secure corporate counters for corporate sales.
- ✓ Market products via blitz when there are no events or corporate counters scheduled.

### **DISTRICT CO-OPERATIVE BANK**

#### **SALES EXECUTIVE, Kerala, India (January 2013-March 2015)**

#### Job Profile:

- Meet clients, understand their needs and provide them with ample information on account opening, enabling them to make well-informed decisions.

- Develop business opportunities that are in line with the company's growth expectations; the sales aspect of your job is very important.
- Consistently meet or exceed team and individual objectives related to client satisfaction, quality, and productivity.
- Communicate clearly and effectively with clients.

- Work closely with other team members as part of a cohesive group.
- Use technology as a means to ensure personal growth and productivity.

## **MUTHOOT FINANCE**

### **SALES EXECUTIVE, Kerala, India (September 2011-December 2012)**

- Analyzed, identified, product penetration, seek new business, maintain exceeding the needs of current business relationship.
- Understood customer's prospects and requirements.
- Maintained pre sales and post sales customer relationship management.
- Reviewed the customer's quires and work on improvement of the product, distribution, compliance and display across product groups.

## **PERSONAL DETAILS**

Nationality : Indian

AGE & DOB : 28Yrs,24-12-1991

Sex : Male

Religion : Muslim

Marital Status : Married

Passport No : K3489896

Visa Status : Employment VISA

Languages : English, Tamil, Hindi, Malayalam

Hobbies : Reading Books, Cooking Foods, Cricket, Football, Badminton

### **References available on request**

### **Declaration:**

I hereby declare that the details furnished above are true to the best of my knowledge and belief.

Date: 18 March 2020

Place: Kingdom of Bahrain

**NAJMUDHEEN KM**