

# HAFIZ SALMAN KHAN



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## REVENUE FOCUSED & SALES DRIVER

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Sales driven professional having experience in aggressive industries like Banking, Telecom and Insurance with an ability to bring business inside. Sales targets, management of product portfolios, business trainings and continuous improvement are the core competencies.

- Strong command in Sales
- Coaching Skills
- Consultative Selling approach
- Lead Generation & Cross Selling
- Accounts Management
- Retention techniques for existing customers base
- Negotiation and Closing

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## CAREER HIGHLIGHTS

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- ◆ Offering above 10 years of career renowned by commended performances and proven results in Customer Services, Sales, Personal loan Sales, Credit cards, Cards Retention, Debit Cards sales and activation, and in different other sales campaigns.
- ◆ Offering Coaching sessions in my organization on work related, financial literacy related and on work life balance.
- ◆ Certificate of appreciation on highest number of Sales for continuously 2 quarters. .
- ◆ Recognition on enhancement of Customer Services by Multi Unit Manager.
- ◆ Containing experiences in planning and implementation of required Learning and Development programs for the Unit.
- ◆ Provided assistance to CRM on formulating SOP on customer retention, refund calculation and payment solutions..
- ◆ complaints resolution provided to the customers within the TAT.

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## CAREER HISTORY

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**Sales Advisor**  
**Emirates NBD**  
**April 2014 – Till date**



Coordination and follow-ups with all Banking customers in order to ensure the sales targets are met and customers are delivered with what they were promised for.

- Responsible for monthly, quarterly and yearly sales targets.
- Dealing with customers in a rightly manner to achieve maximum level of satisfaction on both ends.
- Dealing with High-net-worth individuals in order to close leads.
- Taking approvals for deviations of interest rates in order to close the deals
- Coordination with different channels (Branches, DSF and In-house) to get the applications processed and disbursed on time.
- Cross selling of Bank's product line consists of Credit Cards, Personal and auto Loans.
- Coordination with different departments to get the processes completed on time.
- Feedback to management in current and potential opportunities.

- Strong command over sales and defining strategies for Sales.
- Coordination with dialer team on database and its management.

**Moneywise Coaching**  
**Emirates NBD.( Dubai, UAE)**  
**JAN 2018 –Till date**

Being part of one of the largest financial institution in UAE, where on one side we are providing financial solutions to our clients and society at large by providing them Loans , credit cards and other easy cash instruments. This is our responsibility to provide financial literacy to our people to make meaningful and informed choices in their lives to have better growth and prosperity and educate them how to play safe with the money and how to manage their cash flows to avoid bankruptcy. Being active member of "Corporate Social responsibility (CSR)" program I am participating in this program as coach and working on different levels to make this program successful. below are some of the responsibilities

- Provide coaching sessions
- Conduct Workshops
- Research and development
- Learning material
- Making of animated videos for better understanding
- recommendation of related books and articles

**Manager Dealership and Production (Self owned business)**  
**ENGRO Fertilizers and Dairy Farming**  
**July 2011 – December 2013 | Pakistan**

In 2011 , I decided to start my own business to grow multiple times in personal and professional growth, I established a beautiful dairy farm and purchased the dealership of Engro fertilizers.

I gained the experience of setting up "one stop solution" center, a unique experience for farmers to provide them all professional and economical solutions for different kind of agricultural requirements, like Soil testing, prescription of suitable fertilizers as per soil test report , I trained the sales team to get the best results ,provided training to improve customer handling .Below are some of achievements

- Trained the distributor network to achieve sales targets.
- Operational cost management with respect to the allocated resources.
- Hiring of staff including sales and customer services.
- Ensure on-time cash collection from the whole region including corporate farms and small farmers.
- Monthly and Yearly sales targets.
- Inventory management that includes the Fertilizers, Sprays and Hybrid seeds

**Customer Care Representative**  
**WARID Telecom (PAK)**  
**Feb 2009 – June 2011 (MNC) | Pakistan**

Providing Customer services, S2S (service to sale), worked as a good team player. In addition to this, foremost emphasis was to provide first call resolutions to all our customers. Self-Development, implementing and executing plans to achieve Service targets.

- Training new employees on newly launched products and business process.
- Conduction of refreshers and Huddle meetings.
- Responsible for providing TUR (time utilizing reports) in order to maintain the best service level.

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**LEARNING & DEVELOPMENT EXPERIENCE**


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- Coaching Moneywise Emirates NBD – 2018
- Fraud Control and Security training Emirates NBD – 2017
- CAP [Certified Associate Program] Emirates NBD – 2016
- Banking Essentials Emirates NBD – 2016
- Risk Management Emirates NBD – 2016
- Systems Security fundamentals Emirates NBD - 2015
- OPS Risk Awareness Emirates NBD - 2014
- Anti-Money Laundering Emirates NBD - 2014
- Advanced Excel Emirates NBD - 2014
- Effective Communication Emirates NBD – 2014
- AECB- Al Etihad Credit Bureau Emirates NBD – 2014
- Training for Best Customer service WARID Telecom -2010
- Active Citizens program British Council Pakistan – 2009

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**ACADEMIC**


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- **MA Political Science [International Relations]** 2014  
University of the Punjab
- **Bachelors in Social sciences** 2010  
University of the Punjab

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**ADDITIONAL SKILLS**


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- Command over operating systems; Siebel, FinOne CAS, CRM,
- Expertise in Microsoft Office
- Interpersonal and Communication skills
- Adaptability and Flexibility
- Team player in cross cultural working environment

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**PERSONAL DETAILS**


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- Nationality : Pakistani
- Date of Birth : May, 10<sup>th</sup>, 1986
- Language Skill : English and Urdu
- Marital Status : Married
- **UAE Valid driving license/Personal vehicle**