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**Abdul Qayyum**

**Sales & Services Officer**

**HSBC BANK**

Abu Dhabi, UAE.

**Mobile:** +971509936202

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**Profile Synopsis**

Highly efficient, effective and result oriented executive with profound background in Banking industry and having experience in Business development. Capable to handle all kind of challenging jobs and to achieve sales objectives, marketing & revenue targets, Meet set purpose and business goal in a consistent manner. Continuously progressing expertise through different situation, up trainings, share best practices, determined ideas, product knowledge and enhanced business strategies. Updated when it comes to market trend, seeking for a more promising career.

**Potential Expertise**

**Business Development, Relationship Management, Team Management, Customer Services**

**Experience Snapshot**

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**Sales & Services Officer Jan 2013-Till date**

(Branch Banking)

**HSBC Bank,** Abu Dhabi, UAE.

**Sales-Officer-SME June 2010 – Nov 2012**

(Assets development, Conventional & Islamic)

**Union National Bank,** Abu Dhabi, UAE.

**Sales Officer Dec 2007 – Mar 2010**

(Retail Banking)

**Mashreq Bank,** Abu Dhabi, United Arab Emirates

**Business Development Officer Jan2007 – Nov 2007**

(Retail Banking)

**MCB Bank Ltd. Lahore, Pakistan.**

**Production Supervisor Feb 2006-Oct 2006**

**Orthoclear Pakistan,** Lahore Pakistan.

**Accounts Assistant Jul 2005- Feb 2006**

**Medicraft Pharmaceuticals Pvt. Ltd.** Lahore, Pakistan.

**IT Skills**

MS Office, Internet & E-mail applications

**Achievements**

* Performed duties towards achieving the organizations’ goals and objectives.
* Consistently achieving sales targets and capable of dealing with multicultural clients.
* Accomplished a consistent career growth by using the knowledge gained from previous experiences and by maintaining dedication and commitment in work profile

**Employment History**

**Sales & Services Officer-Branch Banking-HSBC Bank Middleast Ltd. Jan 2013 to present**

* Assist branch Manager to achieve branch plan through individual sales targets.
* Ensure the customer receives a professional premium service which exceeds their expectations
* Ensure all customers’ needs are met and sales opportunities are maximized.
* Undertake effective individual reviews.
* Working all Customer leads and contact promises
* Achieve the cross sales penetration rates and wealth referrals for account opening, lending and other sales.
* Meeting customer expectations in terms of efficiency, accuracy, timeliness and professionalism of response either face to face or at the telephone.
* Updating customer profile screens with details of customer contact.
* Pro-actively encouraging new and existing customers to register for, and use, alternative delivery channels e.g.
* Personal Internet Banking/self-service equipment for routine queries/transactions
* Assist counter and teller positions with support on cash and cheque transactions and opportunity spotting

**Sales Officer-SME (Business Banking) – Union National Bank (June 2010 – Nov 2012)**

* Create new relationship and exploit the opportunities in the right market where there is good potential for the bank to penetrate.
* Sourcing new business as well as entertain the existing clients as well
* Completion of necessary documents require
* Analysis of Bank statement
* Analysis of financial statements
* Visiting the client to prepare field visit report
* Preparation of CLP(Credit Line Proposal)
* Completion of A/C opening & Credit Facility Agreement (CFA) formalities
* Follow up with the next departments for queries(if any) and subsequently ensuring the remedies for them
* To arrange disbursal of funds

**Sales Officer – Mashreq Bank (Dec 2007 – Mar 2010)**

* Encourage sales of the company product(s),
* Generate healthy business from target market,
* Develop relationship and to entertain the existing customer‘s
* To adhere the queries and ensuring the remedies for them.

**Business Development Officer – MCB Bank Ltd. Pakistan** **(Jan 2007-Nov 2007)**

* Generating healthy business from the target market,
* To develop relationship with the key customers in the key organizations to generate more business from them.
* Meet the given target proactively.

**Production Supervisor – Orthoclear Pakistan** **(Feb 2006-Oct 2006)**

* Support Services & supervisory role
* Directly involve with the production
* Supervise a team for quality & performance and to work for improvement in the same.
* To work on urgent cases on preference bases

**Accounts Assistant- Medicraft Pharmaceuticals Pvt. Ltd. Pakistan**

To assist the A/C Manager in all account related work including but not limited to the following

* Record keeping of expenses & revenue of the organization
* Preparation of salaries of the staff and to arrange to timely distribution of the same
* To check & verify sales & stock reports
* To check and verify sales force expenses,
* Correspondence with the sales force, distributors, franchisers for any change/promotions
* To deal with the banks for deposit and withdrawals, obtaining statement of the account and reconciliation for the same
* To check sales and stock reports and to cross check expense statements of field staff.

Professional Courses/Conferences/ Workshop Attended

* International Certificate in Wealth & Investment Management (ICWIM L3)
* Business Fundamentals
* Anti-Money Laundering
* Operational Analysis –AML (Financial Intelligence Unit)
* Know your Customer (KYC)
* Financial Statement Analysis
* Legal Aspects of Documentation

**Education**

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| **Master of Business Administration – Banking 2017** Virtual University of Pakistan |
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**Personal Details**

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| Nationality | : | Pakistani |
| Date of Birth | :  | 09th July 1984 |
| Marital Status | : | Married |
| Visa Status | :  | Employment Visa |
| Driving License | : | United Arab Emirates |
| Transportation | : | Self-Owned |
| Languages | : | English, Arabic, Urdu/Hindi, Punjabi |

**References**

Will be furnished upon request.