



# Mubbashira Khan

Relationship officer


## Personal Info

 [mubbashira.khan22@gmail.com](mailto:mubbashira.khan22@gmail.com)

 +971 58 568 6889

 Deira, United Arab Emirates

 Pakistani

 08 January 1990

## Education

● Intermediate of commerce

MODERN COLLEGE

Sep 2008 - Jun 2010

● Computer science

Karachi School

Mar 2004 - Mar 2006

## Skills

Teamwork - Expert

Creativity - Expert

Leadership - Expert

Communication - Expert

Problem-solving - Expert

## Summary

Energetic customer service representative with 10+ years of experience with different departments. Experienced Customer Care Coordinator with Excellent Communication Skills. Results-Oriented Customer Success Manager with Strong Leadership Abilities. Energetic Customer Service Representative with a Positive Attitude. Highly Organized Customer Service Administrator with Attention to Detail. Exceptional Listener and Problem Solver with a Customer-First Mindset

## Work Experience

**Relationship officer , Mark-ai Commercial Broker , Dubai**

April 2023 - Present

- Excellent communication and organizational skills.
- Established relationships with key decision makers through effective communication and strong customer service.
- Assisted customers with product selection, product orders, and product returns.

**Personal Banker, Bank Islami**

May 2022 - January 2023

- Gained experience in customer service, sales, and banking operations while working as a Personal Banker at Bank Islami.
- Developed and maintained excellent customer service skills while working as a Personal Banker at Bank Islami.
- Performed a variety of banking transactions such as deposits, withdrawals, transfers, and loan payments while working as a Personal Banker at Bank Islami.

**Executive Coordinator, EFU LIFE ASSURANCE**

November 2019 - May 2022

- Successfully planned and managed the logistics of high-level executive meetings, conferences, and events.
- Assisted in the development and implementation of corporate strategies and goals.
- Developed and maintained an extensive network of contacts in the industry.

**Banca Sales Consultant , IGI INSURANCE COMPANY , Karachi**

July 2018 - November 2019

- Managed client portfolios for a large insurance company for 3 years.
- Developed and implemented marketing strategies for insurance products to increase sales.
- Assisted clients with their insurance needs by providing accurate information and advice.

#### **Coordinator, EFU LIFE ASSURANCE , Karachi**

November 2015 - July 2018

- Managed a team of 15 employees to ensure efficient operations and customer service.
- Created and maintained an accurate system for tracking customer orders and sales.
- Evaluated team performance and provided feedback and support to employees.

#### **Banca Sales Executive , JUBILEE LIFE INSURANCE , Karachi**

August 2015 - November 2015

- Developed and implemented marketing strategies to promote insurance products.
- Skilled in analyzing customer needs and recommending appropriate insurance products.
- Developed new business prospects through networking and cold calling.

#### **Banca Sales Consultant , BANK ALFALAH , Karachi**

March 2014 - July 2015

- Developed and maintained strong relationships with clients to ensure repeat business.
- Assisted in the training and onboarding of new sales representatives.
- Developed and implemented effective promotional campaigns to enhance brand awareness.

#### **Banca Sales Officer, EFU LIFE ASSURANCE , Karachi**

October 2011 - November 2013

- Assisted with the analysis of claims to ensure accurate and timely payment.
- Maintained an up-to-date knowledge of regulations and best practices in the insurance industry.
- Developed and implemented marketing strategies to promote insurance products.