NOSHEEN SYED

CUSTOMER RELATIONS | SERVICE QUALITY | CUSTOMER CARE | INBOUND AND OUTBOUND | INSURANCE | BANKING INDUSTRY

CONTACT DETAILS:

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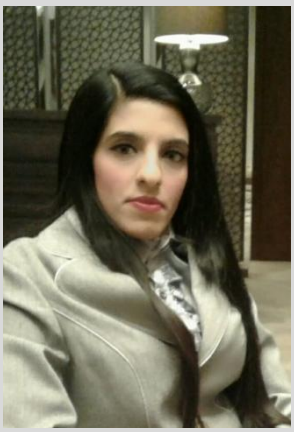

PROFILE SUMMARY

Accomplished professional with extensive experience in customer service, quality assurance, and operational support, spanning over 15 years in the banking sector. Adept at auditing and verifying processes to ensure compliance, accuracy, and efficiency, with a proven ability to identify discrepancies and implement corrective measures. Dedicated to maintaining high standards of quality and compliance, with a consistent focus on enhancing customer experience and driving organizational success.

EXPERTISE

- Sales Call Auditing
- Inbound & Outbound Calling
- Quality Assurance & Compliance
- CRM System Management
- Customer Relationship Management
- Regulatory Compliance
- Sales Process Improvement
- Team Collaboration
- Performance Tracking
- Credit Card Sales & Upgrades
- Customer Service Excellence
- Data Verification & Accuracy
- Financial Product Knowledge

PERSONAL DETAILS

Date of Birth: 27 Oct 1981

Languages: English, Hindi, Urdu, Arabic (basic)

Nationality: Pakistani

Marital Status: Single

WORK EXPERIENCE

CCO Outbound & Inbound Verifier

2015 – 2024 **Dubai, UAE**

Emirates NBD Bank (Tanfeeth CCO Support Verification)

- Auditing sales calls for MetLife Insurance in collaboration with Emirates NBD, ensuring quality and compliance for both outbound and inbound interactions.
- Reviewing and verifying SR notes in the CRM system to confirm credit card activity and eligibility for upgrades.
- Maintaining and updating daily Excel files to document audit results and findings.
- Verifying account information to ensure accurate processing of sales calls and transactions.
- Identifying discrepancies or errors in sales call data and providing detailed feedback for corrective action.
- Monitoring adherence to compliance standards and regulatory requirements during sales calls.
- Collaborating with team members and supervisors to address process inefficiencies and improve call quality.
- Generating detailed audit reports and presenting findings to stakeholders to support continuous improvement initiatives.
- Providing training and guidance to sales teams to enhance accuracy and adherence to protocols.
- Utilizing CRM tools and other software to streamline audit processes and maintain organized records.

CCO Outbound Agent

2008 – 2015 **Dubai, UAE**

Emirates NBD Bank (Tanfeeth CCO Outbound Agent)

- Sold, renewed, and upgraded insurance packages by offering a diverse range of product options to address customers' financial needs effectively.
- Provided detailed product knowledge and guidance to customers, ensuring they selected the most suitable financial solutions.

Rewards & Recognitions

- ✓ Received "**Long Service Award"** for completing **15 years** in 2023.
- ✓ Received **"Long Service Award"** for completing **10 years** in 2018.
- ✓ **Certificate of Appreciation** from Tanfeeth for invaluable contribution to CCO Support Unit.
- ✓ **Certificate of Appreciation** from Tanfeeth for unwavering support to Outbound Unit.
- ✓ Awarded as **"Top Performer"** for "Maximum Insurance Sales" in Emirates NBD.
- ✓ Recognized for achieving **"Highest Performance"** target for "Critical Illness" in Emirates NBD.

Trainings, Certificates and courses

- ✓ **"Introduction to Banking Products & Operations**" from Emirates Institute for Banking & Financial Studies.
- ✓ **"Introduction to Islamic Banking"** from Emirates Institute for Banking & Financial Studies.
- ✓ **"Introduction to Tanfeeth Operating Model"** Certificate.
- ✓ **Training** for "Emirates NBD Certified Associate".

REFERENCES

Furnished upon request

- Followed up on potential customers to convert leads into sales, while focusing on upselling higher-value packages to existing clients.
- Raised Service Requests (SR) in the CRM system to ensure seamless processing of customer inquiries and transactions.
- Maintained accurate daily records of sales activities and SRs raised to track performance and ensure accountability.
- Identified opportunities to cross-sell additional financial products to enhance customer satisfaction and loyalty.
- Collaborated with team members and supervisors to meet and exceed sales targets, contributing to overall business growth.
- Provided exceptional customer service by addressing concerns promptly and offering personalized solutions.
- Participated in regular training sessions to stay updated on product offerings and refine sales techniques.
- Ensured compliance with bank policies and regulatory requirements in all customer interactions.

Business Development Officer

2006 – 2007 **Dubai, UAE**

Citibank Dubai (Credit Card)

- Generated and maintained a comprehensive customer database to facilitate lead management and sales outreach.
- Followed up on new leads and referrals to identify potential customers and business opportunities.
- Listened to customer requirements and presented tailored credit card solutions to successfully close sales.
- Maintained and nurtured relationships with existing customers through in-person meetings, phone calls, and email communication.
- Conducted cold calls to schedule meetings with prospective clients, expanding the customer base and driving new business.
- Represented the organization professionally at trade exhibitions, events, and product demonstrations to enhance brand visibility and attract potential clients.
- Regularly reviewed personal sales performance, aiming to meet or exceed individual and team sales targets.
- Prepared and delivered persuasive sales presentations to promote credit card offerings and address customer needs effectively.
- Collaborated with the marketing team to implement campaigns that supported lead generation and customer acquisition.
- Conducted market research to identify trends, customer preferences, and competitive insights to inform sales strategies.

EDUCATION

SECONDARY SCHOOL CERTIFICATE (SSC) HOME ECONOMICS

Pakistan Education Academy – Dubai, UAE