

# HABIB UR REHMAN

## Credit Controller / Key Account Manager

📞 0507087313 @ habibsaharanpur@gmail.com 🔗 www.linkedin.com/in/habibsaharanpur 📍 Dubai, AE



Visa: Employment Visa      Validity: May, 2027      Total Exp.: 5+ Years

### RELEVANT EXPERIENCE

#### Credit Controller

##### ALT SWITCH (ICS UK LTD) FMCG

- 📅 03/2025 - Present    📍 Dubai UAE
- Manage full-cycle credit control operations for UK-based wholesale and FMCG clients, ensuring on-time collections and reducing overdue receivables.
  - Evaluate customer creditworthiness, set appropriate limits, and proactively manage credit risk exposure.
  - Collaborate with cross-functional teams (sales, finance, operations) to enhance billing processes and minimize disputes.
  - Reduced overdue receivables by 20% and drove financial stability, enhancing customer payment cycles.

#### Key Account Manager

##### Alibaba.com US Sales

- 📅 11/2023 - 12/2024    📍 United State of America (Remote)
- Increased sales and new business acquisitions by 30% through 100+ client meetings annually, providing customized solutions
  - Generated 50+ qualified leads monthly, strengthening the sales pipeline by 25% and expanding the customer base
  - Exceeded sales targets consistently, contributing to 35% annual revenue growth with a 60% approval and conversion rate on new businesses.
  - Leverage CRM insights and industry trends to refine processes, mitigate challenges, and identify untapped growth potential.

#### Relationship Manager

##### Magicbricks.com Real Estate

- 📅 04/2019 - 12/2021    📍 Delhi India
- Served as the primary liaison between developers, realtors, brokers, and sellers/tenants, managing end to end processes from initial to deal closure
  - Improved client satisfaction and loyalty by 25% through relationship management and gained a 90%+ C-SAT score
  - Increased customer retention by 10% with targeted retention initiatives
  - Served as Team Lead in the company-wide initiative for process improvement

### EDUCATION

#### Master of Business Administration (MBA)

##### Maharaja Agrasen Himalayan Garhwal University

- 📅 09/2021 - 08/2023    📍 Pauri Uttarakhand
- Specialization in Business Operation Management

#### Bachelor of Commerce in Business Management

##### Himalayan Garhwal University

- 📅 07/2019 - 08/2021    📍 Pauri Uttarakhand
- Relevant coursework in Advanced Business Management and Accounting

### KEY ACHIEVEMENTS

- 💎 Served as Team Lead in company-wide initiative for process improvement.

### SUMMARY

Highly organized and adaptable professional with expertise in Microsoft Office, Dynamics 365 and Business CRM and strong prioritization skills. Proven ability to build relationships, handle complaints, meet deadlines, and consistently achieve targets. Skilled in learning new concepts quickly, navigating dynamic environments, and delivering innovative solutions. Dedicated to exceeding expectations with a proactive and results-driven approach.

### CERTIFICATION

Certification in Business Finance & Business Correspondents from Indian Institute of Banking and Finance (2022)

Certification Course in Entrepreneurship from Indian School of Business (2020)

Online Customer Service Foundation 2020 Certification from NASBA (2023)

### TRAINING / COURSES

#### Internship

6 Month Internship for RELIGARE BROKING LTD Business Correspondent for Financial Products (02/2022 to 08/2022)

### LANGUAGES

- English Proficient    ●●●●●
- Hindi Native    ●●●●●
- Arabic Beginner    ●●●●●

### SKILLS

CRM	Dynamics 365	Xendesk Tool
MS Office Suite	Sales Pipeline Tools	
Lead Generation	HNW Clients Data	

### AWARDS

Excellence in Customer Satisfaction Award, Magicbricks.com (10/2020)