

HASBIN HAREEZ

Relationship Manager
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Summary

Results-driven customer relationship management professional with two years of experience in enhancing customer engagement, optimizing operational efficiency, and driving business growth. An MBA graduate with advanced expertise in strategic management, business analytics, and operational excellence. Adept at implementing innovative solutions to improve service quality, streamline processes, and generate actionable insights that elevate customer satisfaction. Proven ability to uphold stringent quality control standards while building strong client relationships and effectively resolving concerns. Thrives in fast-paced, dynamic environments with a commitment to continuous improvement and delivering exceptional results.

Experience

Maruti Suzuki Indus Motors | Kottayam, India
Relationship Manager | Dec 2023 – Aug 2024

Responsibility

- Managed customer interactions, understanding their needs and recommending suitable vehicles.
- Built and maintained strong customer relationships, leading to 20% increase in referrals.
- Guided customers through the sales process, including test drives and financing options.
- Achieved monthly sales targets by implementing innovative sales strategies.
- Analysed market trends and competitor activities to identify business opportunities.
- Addressed customer inquiries and complaints, improving customer satisfaction scores by 15%.
- Conducted promotional events and communicated offers to potential clients.
- Prepared detailed sales reports and provided insights into customer preferences.

Toms Pipes Pvt Ltd | Kottayam, India
Operation Coordinator | Jun 2020 – May 2021

Responsibility

- Developed and implemented operational processes and policies to enhance efficiency.
- Oversaw budgeting, financial reporting, and strategic planning to align with business goals.
- Ensured compliance with health and safety standards per industry regulations.
- Collaborated with teams to streamline workflows and optimize productivity.
- Managed vendor and supplier relationships, ensuring timely procurement and smooth operations.
- Monitored emerging industry trends to identify risks and growth opportunities.
- Led cross-functional training programs to improve employee skill sets and efficiency.
- Implemented cost-reduction strategies, achieving a 10% decrease in operational expenses.

Skills

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| • Communication & Interpersonal Skills | • Market Research & Data Analysis |
| • Customer Relation Management | • Strategic Planning & Decision Making |
| • Sales and Business Development | • Project & Operation Management |
| • Negotiation & Persuasion | • Problem-Solving & Critical Thinking |

Education

- **MBA [2021 – 2023]**
SMBS, Mahatma Gandhi University, Kottayam, India [Specialized in Marketing and Operations]
- **BBA [2017 – 2020]**
MES College Erumely [Mahatma Gandhi University, Kottayam, India]