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Al shiba Building Sharjah 183 A block
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ID No:

784-1988-9849112-5

Education

M.B.A. (Marketing) 2012
University of Agriculture Faisalabad

Bachelor of Commerce (B.Com)
University of the Punjab 2010

RAO ALI RAZA KHAN

Banking, Customer Services Officer, Sales And Marketing

Dedicated banking professional with a strong background in financial analysis and client relationship management. Seeking a challenging role to apply my skills in risk assessment, investment strategies, and regulatory compliance. Committed to delivering excellence and contributing to the financial success of a dynamic institution. Ready to leverage my experience for impactful contributions in a collaborative banking environment.

Experience

Feb 2024 - Till now

inventory associate in inventory management staff | Noon warehouse, United Arab Emirates

- Picking and putting away the inventory stock,
- Keeps track of the goods and supplies in a store or warehouse and
- Manages orders to facilitate sales or production.

June 2019 - June 2022

Sale Officer At Fatta Fat Hygiene, Pakistan

- Enhanced sales operations through development of new sales strategies, cold calling techniques and customer follow-up
- Forecasted sales and established processes to achieve sales objectives and related metrics.
- Worked diligently to resolve unique and recurring complaints, promoting loyalty, and enhancing operations.
- Collaborated with channel partners to identify and qualify mutually rewarding sales and business opportunities.
- Established ambitious sales targets, managed deployment strategies, and developed go-to-market plans to capitalize on every revenue opportunity-
- Developed sales strategy based on research of consumer buying trends and market conditions.
- Gave benefit-oriented, polished presentations driving dramatic revenue growth across multiple sales channels.

july 2018 - May 2019

Relationship Manager At NBP Funds, Pakistan

- Communicated regularly with clients to understand needs, evaluate current product use and cross-sell new products.
- Achieved goals for sale of bank products and services and exceeded performance metrics for customer service.
- Developed and cultivated lucrative relationships with both new and existing clients through effective communication and exemplary interpersonal skills.
- Worked with departments to facilitate communication and deliver personalized solutions to customers.
- Built and maintained relationships with new and existing clients while providing high level of expertise.
- Developed loyalty programs to reward and maintain customer retention.
- Designed and maintained financial models to identify and measure risks.
- Developed strategic plans for day-to-day financial operations.
- Conducted financial due diligence on potential investments and acquisitions.
- Created financial dashboards to provide insights into key performance indicators.

Skills

- Financial Analysis
- Client Relationship Management
- Risk Assessment and Mitigation
- Investment Strategies
- Market Research
- Regulatory Compliance
- Customer Service
- Microsoft Office Suite
- Own visa for two years
- Visa validity period of time (02-02-2024 To 01-02-2026)

Languages

- English
- Urdu

● Dec 2017 - Apr 2018

Relationship Manager At HBL Bank, Pakistan

- Regularly engaged with clients to comprehend their requirements, assess their current product utilization, and promote new product offerings.
- Successfully met and surpassed sales targets for bank products and services, consistently exceeding performance benchmarks in customer service.
- Established and nurtured profitable relationships with both prospective and established clients, employing effective communication and exceptional interpersonal abilities.
- Collaborated with various departments to facilitate seamless communication and deliver tailored solutions to customers.
- Fostered and sustained relationships with new and existing clients while delivering a high level of expertise and service.
- Utilized customer data analysis to pinpoint areas for enhancement and optimize overall customer satisfaction..
- Conducted thorough financial due diligence on potential investment opportunities and acquisition prospects.
- Collaborated closely with C-level executives and stakeholders to formulate comprehensive, long-term financial strategies.

● Nov 2015 - Dec 2017

Relationship Officer At Faysal Bank, Pakistan

- Achieved goals for sale of bank products and services and exceeded performance metrics for customer service.
- Built and maintained relationships with new and existing clients while providing high level of expertise.
- Worked with Name and Name departments to facilitate communication and deliver personalized solutions to customers.
- Communicated regularly with clients to understand needs, evaluate current product use and cross-sell new products.
- Developed loyalty programs to reward and maintain customer retention.
- Responded to customer inquiries and resolved complaints to establish trust and increase satisfaction.
- Discussed financial options with clients and provided informed suggestions.

● July 2012 - Feb 2013

ISO Coordinator At Tauseef Enterprise (Pvt.) Ltd., Pakistan

- Assessed fees related to registration of property-related documents.
- Investigated locations to confirm license data, conducted background checked and assessed premises for compliance with licensing requirements.
- Confirmed data and licensing information through investigations and notified violators of required changes to bring operations into compliance.
- Developed risk assessment models to identify potential compliance risks,
- Assisted with development of compliance objectives and strategies.
- Completed field checks to verify licenses and permits for various business.
- Warned violators of infractions or penalties.
- Created and maintained compliant work environment.
- Conducted periodic compliance audits and reviews to identify areas at improvement.
- Directed activities of workers searching records and provided technical guidance as necessary.

Training Certificates

- Attend **Gender Diversity Training Program** in HBL Bank.
- Attend **Fair Treatment of Customer (FTC) eLearning Module** in HBL Bank.
- Attend **HBL Whistleblowing eLearning Module** in HBL Bank.