



CONTACT

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Apt 1001, B63 Al Maktoum RD, Deira
Dubai, United Arab Emirates

EDUCATION

High School
Mathematics, Physics, Statistics
IMPGC H-8 Islamabad, Pakistan
2018 - 2020

EXPERTISE

- Client Relationship Management (CRM)
- Leadership and team management
- Client Acquisition and Verification
- Monitoring and Sales Activities
- Tele-calling and appointment setting
- Financial product knowledge
- Lead Generation and Closing
- Microsoft Office and MIS reporting

LANGUAGE

- ENGLISH
- URDU
- HINDI

Usama Nasir Abbasi

WORK EXPERIENCE

Relationship Officer Aug 2023 - Present

Amafh Commercial Brokers LLC Dubai, United Arab Emirates

As a dedicated relationship officer, I specialize in the personal loan department of Dubai Islamic Bank and am committed to fostering lasting connections with clients. With a solid background in financial services, I excel at providing tailored solutions to meet individual needs. My expertise lies in conducting comprehensive financial assessments, ensuring compliance with Islamic banking principles, and delivering exceptional customer service. I am adept at navigating complex regulatory landscapes and am proficient in optimizing processes to enhance efficiency and customer satisfaction.

Team Leader Feb 2022 - Aug 2023

Neptune BPO Islamabad, Pakistan

As a team leader in an American call center, I consistently excelled at diverse responsibilities. I adeptly managed teams, ensuring their seamless operation, achieving targets, and maintaining high standards in data verification and submission processes. Beyond team leadership, I actively contributed to monitoring and administration tasks. My proficiency in utilizing CRM tools and expertise in VICI Dialer operations played a crucial role in optimizing efficiency.

Customer Service and Sales Representative Jan 2021 - Feb 2022

Empaxco Solutions PVT Ltd Rawalpindi, Pakistan

As a Customer Service and Sales Representative in an American Call Center, I specialized in tele-calling, lead closing, and verification. I have a proven track record of successfully converting leads into sales through effective communication and adept verification processes. I was dedicated to delivering exceptional customer service and achieving sales targets in a dynamic call center environment.

Customer Service and Sales Representative Jul 2020 - Jan 2021

Transonic BPO PVT Ltd Rawalpindi, Pakistan

As a Customer Service and Sales Representative in an American Call Center, I specialized in tele-calling, lead generation, and appointment setting. My track record boasts success in delivering exceptional customer service and driving sales through effective communication and relationship-building.

REFERENCES

References will be provided if you need