**MD ZUBAIR HASHMI**

**ADDRESS**:

HOUSE NO - 73, BINDESHWARI COMPOUND,

AZAD ROAD, CHANDWARA, MUZAFFARPUR

BIHAR - 842001

**Contact No:** +91 9939904999

**E-mail Id:** [zubairhashmi30@gmail.com](mailto:zubairhashmi30@gmail.com)

#### **CAREER OBJECTIVE:**

Seeking a challenging position that will enable me to utilize and expand my skills and abilities. Also, to continuously enhance my personal and management skills contributing to success and growth of my organization.

**CURRENT PROFESSIONAL EXPERIENCE**

**BARCLAYS GLOBAL SERVICE CENTRE PVT LTD** OCT 2019 TO SEP 2020

**PROCESS ADVISOR**

**ROLE:**

* Repay the customers against their insurance policy based on UK debit card
* Handle the customers complain related to PPI (Payment Protection Insurance)
* Manage the customers details and identify the mode of payments ask by customers i.e. Cheques or fund transfers
* Maintaining the reports of each individual customers in excel sheet & reporting to the **SME’s** (Subject Matter Experts)
* Maintaining the relationship with existing customers and resolving their issues regarding payments
* A Strong Management Skill to Make & Maintain Long Term Relationship with Project Members, Customers

**RESPONSIBILITIES:**

* Verifying the customers for proper execution and documentation
* Handling the priority complaint of the customers on urgent basis
* Payment follow-ups on mean time
* Responsible for taking care of the new comers in the process and make them feel comfortable as resolving the queries as directed by managers and **SME’s**
* Team development process as directed by seniors
* Managing and interpreting customer requirements
* Preparing reports & keeping customer records
* Meeting regular production target
* Supervising and motivating team members

**RAJIV AUTOMOBILES PVT LTD (MARUTI SUZUKI)** MAY 2018 TO AUG 2019

**DEALER SALES EXECUTIVE (DSE)**

**ROLE:**

* Follow-Ups with new and existing customers
* Looking up for new reference customers and convince them to purchase
* Social media promotion & marketing
* Organizing sales visits with clients and Banks for future business.
* Demonstrating and presenting products
* Attending trade exhibitions, conferences and meetings
* Reviewing sales performance
* Aiming to achieve monthly or annual targets
* Making daily progress report (DPR) & maintain accurate records

**RELIANCE NIPPON LIFE INSURANCE PVT LTD** JULY 2017 TO MAR 2018

**AGENCY RECRUITMENT AND DEVELOPMENT MANAGER**

**ROLE:**

* Recruiting the new agents for the business
* Activating the vanished & new agents who have cleared the aptitude test & enhancing them to perform well on the field.
* Encouraging the existing agents to bring new customers for the business
* Motivating the newbies for future challenges
* Supervising the agents for increasing the number of customers for the team
* Meeting monthly target and achieve the fulfill the target amount
* Making daily progress report (DPR) & maintain accurate records of the customers
* Arranging the weekly meetings with seniors and managers for development of agents and business and looking for new ventures.
* Meeting high profile customers with agents and convince them for future upgrades & deals.

**EXPERIENTIAL LEARNING (SUMMER INTERNSHIP PROGRAM):**

Summer Internship **:** Kotak Mahindra Bank, Muzaffarpur, Bihar

Profile **:** Marketing

Project / Assignment Undertaken : Customer Relationship Management

#### **ACADEMIC QUALIFICATION:**

* **MBA** (Marketing) from L. N. Mishra College of Business Management, Bihar.
* **BBA** from Institute of Management Studies (IMS), Noida.
* Intermediatefrom CBSE Board in 2010.
* Matriculation from CBSE Board in 2008.

#### **SOFTWARE EXPOSURE:**

Operating System : Win XP, Win-7, Win-8, and Win-8.1, Win -10

Software : MS Office (Word, Excel, PowerPoint, Outlook)

**HOBBIES:**

Playing Cricket, Biking, Watching movies and Internet Browsing.

**STRENGTHS:**

1. I like challenges that I can do and Creative mind person.
2. Hard worker, Good Interpersonal Skills.
3. Good in team work, Goal oriented.
4. Ability to rapidly build relationship and set up trust.
5. Confident and Determined.

**PERSONAL PROFILE:**

Date of Birth: 03-October-1992

Father’s name: Md. Obais Hashmi

Sex / Marital Status: Male / Married

Languages Known: English, Hindi and Urdu

Nationality: Indian

Religion: Islam

Preferred Location: Any Where in India

**DECLARATION:**

I consider myself familiar with computer and science Aspects. I am also confident of my ability to work in a team.

I hereby declare that the information furnished above is true to the best of my knowledge.

**Place:**   
**Date:** (Signature)