

KAMROON NAHAR

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International City, Dubai, UAE



CUSTOMER RELATIONSHIP OFFICER, BANKING OPERATIONS, CUSTOMER SERVICE, ADMIN

EDUCATION

- **Master's of Art (ENGLISH),**
National University, Bangladesh.
2015 (REGULAR)
- **Bachelor of Art (ENGLISH),**
National University, Bangladesh.
2014 (REGULAR)
- **HSC (Business Studies),**
Patenga Girl's College, Bangladesh.
2010
- **SSC (Business Studies),**
Patenga High School, Bangladesh.
2008

LANGUAGE

- English (Fluent)
- Urdu/Hindi (Conversational)
- Bengali (Native)

AREA OF EXPERTISE

- Attention to details & Assess and analyze the risk involved.
- Ability to interpret and Critical thinking & Outstanding research and Problem-solving.
- Clear and effective communication & Strong interpersonal skills.
- Diversified work experience that enables me to work in any environment.
- Proven success under stressful conditions and constantly changing business conditions
- Self-motivated, which enables me to understand the organization as a whole and understand managerial experiences.
- Team player with highly valued leadership skills that enable subordinates to rely on me to guide them toward success.
- Lead people towards success, and build careers by understanding and changing their attitude to succeed.

PROFILE SUMMARY

A seasoned professional with over 9 years of diverse experience in Banking Sales, Banking Operations, Customer service and BPO services. Demonstrated expertise in managing operations, driving sales, ensuring regulatory compliance, and delivering exceptional customer service. Proven ability to lead cross-functional teams, implement strategic initiatives, and analyze complex business problems to find effective solutions. Adept at analyzing complex problems and implementing effective solutions to drive continuous improvement. Committed to maintaining high ethical standards and integrity in all business dealings.

WORK EXPERIENCE

CUSTOMER RELATIONSHIP OFFICER

CITI BANK (Innovations), DUBAI, UAE.

March 2024- Present

- Manage relationship with old or new customers.
- Develop and implement sales strategies to achieve monthly sales targets.
- Create and deliver sales presentations to prospective clients.
- Process credit card applications and provide guidance on credit card usage and benefits.
- Ensuring compliance with banking regulations and policies.
- Maintain accurate and up to date client records and interactions.
- Support the processing team by providing accurate and complete documentation in order to provide speedy and satisfactory service to the customer.

RELATIONSHIP OFFICER

HSBC BANK (ZTECH MANPOWER SERVICE), DUBAI, UAE.

August 2022 - January 2024

- Develop and implement sales strategies to achieve monthly sales targets.
- Conduct customer due diligence and risk assessments to comply with Bank requirements.
- Create and deliver sales presentations to prospective clients.
- Process credit card applications and provide guidance on credit card usage and benefits.
- Maintain accurate records of customer interactions.
- Collaborate with team members to optimize sales processes and customer experience.
- Communicate with customers to clarify information and resolve any issues related to due diligence.
- Support the processing team by providing accurate and complete documentation in order to provide speedy and satisfactory service to the customer.

SKILL HIGHLIGHTS

PROFESSIONAL

- Strong Communication Skills
- Multitasking and Management Skills
- Creativity and Adaptability
- Critical Thinking
- Digital Marketing
- Leadership and Time Management
- Customer Centric
- Team Work
- Excellent Interpersonal Skill
- Problem Solving

TECHNICAL

- Microsoft Office
- Google Docs
- Google Sheets
- Adobe Photoshop

PERSONAL DETAIL

- **Date Of Birth** : 13 January 1993
- **Marrital Status** : Married
- **Nationality** : Bangladeshi
- **Religion** : Islam
- **Visa Status** : Employment Visa

CERTIFICATION

- Sales by Citi Bank UAE.
- Digital Marketing by Google.
- Microsoft 365 Essential Training by LinkedIn.
- Customer Service Foundations by LinkedIn.
- Project Management Foundation by LinkedIn.

DECLARATION

I hereby declare that the above information and particulars are true and fair to the best of my knowledge. If you give me an opportunity to serve your esteemed organization, I will make sure to discharge the duties entrusted to me with full sense and responsibilities.

BANK ASSISTANT

ISLAMI BANK BANGLADESH LIMITED, BANGLADESH.

October 2018 - December 2021

- Sign on new clients and helping them through the onboarding process.
- Manage client bank accounts, including opening and closing accounts, and overseeing transactions.
- Handle other transactions, such as writing cashier checks or money orders, when necessary.
- Recommend and explain banking services and products to clients based on their needs.
- Collaborate with other banking professionals to ensure high-quality client service.
- Perform administrative and clerical duties, such as data entry and filing, when necessary.

CUSTOMER SERVICE REPRESENTATIVE

M.N. Group, Chittagong, BANGLADESH.

January 2016 - August 2018

- Manage large amounts of incoming phone calls.
- Identify and assess customers' needs to achieve satisfaction.
- Build sustainable relationships and trust with customer accounts through open and interactive communication.
- Provide accurate, valid and complete information by using the right methods/tools.
- Meet personal/customer service team sales targets and call handling quotas.
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution.
- Follow communication procedures, guidelines and policies.

RECEPTIONIST CUM ADMIN

Alim Industries LTD, Chittagong, BANGLADESH.

March 2014 - November 2015

- Schedule appointments and maintain calendars.
- Provide superior customer service to our clients.
- Greet clients and visitors as they enter the office and direct them where they need to go.
- Work with security staff to maintain office security.
- Answer phones and direct calls as needed.
- Assist with various administrative tasks, such as copying, faxing, and taking notes.