



# MUHAMMED IRSHAD MAILANJI

## CONTACT

Dubai, United Arab Emirates 039

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## EDUCATION

June 2023  
MBA  
IGNAU, ONGOING

June 2007  
MCOM IN FINANCE AND  
MANAGEMENT  
UNIVERSITY OF KANNUR, KERALA,  
KERALA

## CERTIFICATIONS

UAE DRIVING LICENCE - 2095186

## LANGUAGES

Arabic

English

Hindi

Urdu

Malayalam

Tamil

## PROFESSIONAL SUMMARY

Personable candidate committed to helping clients meet financial goals. Extensive experience developing and implementing investment strategies tailored to clients' individual needs and objectives. Passionate about providing sound financial advice and helping clients reach financial goals.

## SKILLS

Sales Initiatives

Sales Transaction Processing

Sales Training

Sales Analysis

Brand Promotion

Client Relationship-Building

Contract Negotiation and  
Closing Strategies

Cold Calling

Overseeing Daily Activities

**CUSTOMER SERVICE AND  
RELATIONSHIP BUILDING**

**BRANCH OPERATION  
MANAGEMENT**

## WORK HISTORY

January 2024 - Current  
**Financial Advisor, ZURICH INTERNATIONAL LIFE, Dubai,**  
United Arab Emirates

- Increased client satisfaction by providing personalized financial advice and investment strategies.
- Developed comprehensive financial plans for clients to achieve short-term and long-term goals.
- Built strong relationships with clients, fostering trust and loyalty in managing their financial portfolios.
- Collaborated with team members to streamline processes and improve overall client experience.
- Ensured compliance with industry regulations and company policies while serving clients' best interests.
- Identified opportunities for business growth by networking, attending industry events, and generating referrals from satisfied clients.

January 2023 - November 2023

**Sales Associate, FGF MANAGEMENT SERVICES (DSA ENBD BANK), DUBAI**

- Assist sales managers by overseeing the sales staff and developing and

implementing strategies to improve company sales.

- Increased sales revenue by building strong rapport with customers and recommending appropriate products based on their needs.
- Boosted customer satisfaction levels through exceptional service, addressing concerns promptly, and providing a welcoming store environment.
- Developed new client relationships by actively engaging with potential customers and highlighting the benefits of our product offerings.

November 2021 - March 2023

**GENERAL OPERATIONS AND LOAN PROCESSOR , ICICI BANK NRE SERVICE**

- Keep on finding NRE Prospectus and pitching
- Improved loan processing efficiency by streamlining documentation and communication procedures.
- Reduced processing time for loan applications by implementing an organized filing system.
- Increased customer satisfaction with timely responses to inquiries and providing thorough explanations of loan processes.

November 2021 - March 2022

**OPERATIONS & BUSINESS DEVELOPMENT MANAGER, RELIANCE LIFE INSURANCE COMPANY LIMITED**

- Managing overall operations in an insurance setting
- Increased client base by identifying new business opportunities and cultivating strong relationships with key decisionmakers.
- Developed and implemented strategic plans for business growth, resulting in increased market share and profitability.
- Led cross-functional teams to successfully execute complex projects, ensuring timely delivery and client satisfaction.

November 2015 - October 2021

**Insurance Development Manager, BIRLA SUNLIFE INSURANCE COMPANY**

- Managing overall operations in an insurance setting
- Increased client satisfaction by implementing personalized insurance plans tailored to individual needs.
- Developed strong relationships with clients, resulting in increased retention and referral rates.
- Collaborated with underwriters to create optimal policy options for clients.

October 2008 - September 2015

**ASSISTANT BRANCH MANAGER, UAE EXCHANGE CENTRE LLC, UAE, DUBAI**

- Ensure that all safety and control measures are being implemented in the branch as per
- Enhanced customer satisfaction by providing exceptional service and addressing concerns promptly.
- Streamlined branch operations for increased efficiency through

implementation of new processes and procedures.

- Supported the Branch Manager with daily tasks, ensuring smooth branch functioning and effective communication amongst team members.

## **ADDITIONAL INFORMATION**

Best Staff Awards UAE Exchange UAE Operations, Service Champion Award UAE Operations

## **PERSONAL INFORMATION**

- Title: MIDDLE LEVEL MANAGER
- Date of Birth: 04/04/1982

## **REFERENCES**

References available upon request