



# MUHAMMAD SOBAN (SALES EXECUTIVE)

Deira, Dubai

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## SUMMARY OF CAREER

Seeking a fulfilling position in the maintenance industry that offers growth opportunities and allows me to utilize my leadership skills and experience.

## EXPERIENCE

### ICLOZURE FINANCIAL SERVICES LLC 6-2024 - Present (DUBAI-UAE)

#### Commercial Sales Executive

- Provide excellent customer service and provide answers to client questions within set standards
- Use effective sales and inbound/outbound telephone techniques to solidify and build client relationships.
- Complete all required documentation to meet client needs.
- Handling presentations to educate clients on new products.
- Networking with new and existing clients to provide upsell and cross sell opportunities.

### ALLIED BANK LIMITED 11-2021 - 02-2024

#### Branch Operations Manager

- Leading and managing overall branch Operations, maintaining service standards.
- Develop and implement effective sales strategies and plans to achieve sales targets and business objectives.
- Identify new business opportunities and develop strategies to expand the customer base and increase market share.
- Reduce redundancies in process, improve turnover time and provide quality services to customers.
- Participating in the recruitment, training and performance evaluation of branch staff.
- Handling and facilitating internal audits and surprise inspections by external regulators.
- Managing and facilitating loans and advances for the branch.
- Work closely with marketing, finance and other departments to align sales strategies with overall business goals

### ALLIED BANK LIMITED 07-2019 - 10-2021

#### Assistant Manager Branch Operation

- Provide comprehensive administrative support to Operations Manager.
- Maintained accurate record for all office works and customer's financial transactions.
- Ensured 100% accuracy in managing new accounts data using accounting software.
- Educated customers on bank services, financial products and applicable fees.
- Demonstrated exceptional customer services by effectively handling inquiries, complaints and escalations.
- Directing and enhancing daily administrative operations relating to appointment bookings, cancellations, confirmations and enquiries. • Ensured strict adherence to company policies, procedures and regulatory requirements, maintaining a record of compliance excellence.

### ALLIED BANK LIMITED 01-2026 - 06-2019

#### Teller Services Officer

- Managed day-to-day operations of currency exchange services.
- Assisted customers with currency exchange transactions, providing excellent customer service.
- Handled cash transactions with accuracy and efficiency.
- Monitored and maintained adequate currency inventory levels.
- Collaborated with team members to achieve company targets and goals.
- Trained new staff members on currency exchange procedures and customer service standards.

## EDUCATION

### SINDH UNIVERSITY JAMSHORO 2022

MBA(Human Resources)

### MEHRAN UNIVERSITY JAMSHORO 2016

Bachelor of Science in Information Technology

## SKILLS

• Adaptive Problem Solving , • Financial Analysis , • Risk Assessments , • Marketing Strategies , • Customer Service and Support , • Communication skills (Interpersonal written and verbal), • Administrative Tasks , • M/S Office (Word, Excel and Power Point), • Decision Making ,

## LANGUAGE

• English , • Hindi , • Urdu

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