

**Mohd Akber**  
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#### **PROFESSIONAL SUMMARY:**

Highly motivated and customer-focused Banking Sales Professional with over 3 years of experience in retail banking, financial products sales, and client relationship management. Demonstrated expertise in identifying client needs, offering tailored financial solutions, and achieving sales targets consistently. Skilled in building and nurturing long-term relationships with clients, delivering exceptional service, and fostering client loyalty. Adept at cross-selling banking products, including loans, credit cards, and investment services, to maximize revenue growth. Strong communicator and team player with a deep understanding of banking regulations and compliance requirements. Committed to driving business growth through proactive sales strategies and outstanding customer service.

Experienced and results-oriented Customer Support Team Lead with over 3 years of experience in managing high-performing support teams and delivering exceptional customer service. Proven ability to lead and mentor teams, ensuring the consistent achievement of performance targets and service level agreements (SLAs). Adept at implementing process improvements, leveraging customer feedback, and utilizing advanced support technologies to enhance efficiency and customer satisfaction. Strong communicator with a collaborative approach to problem-solving and a keen eye for detail. Dedicated to fostering a positive team environment, driving continuous improvement, and ensuring the highest standards of customer care.

Driven and results-focused Inside Sales Professional with over 1 year of experience in generating leads, nurturing client relationships, and closing sales. Demonstrated expertise in utilizing CRM tools to manage sales pipelines, track progress, and meet or exceed sales targets. Adept at identifying customer needs, presenting tailored product solutions, and negotiating contracts to drive revenue growth. Strong communicator with exceptional interpersonal skills, capable of building rapport with clients and collaborating effectively with cross-functional teams. Committed to continuous learning, staying updated on industry trends, and delivering exceptional customer service to ensure client satisfaction and loyalty.

#### **TECHNICAL SKILLS:**

- Typing Lower Hand.
- MS-Office.
- Tally ERP 9.
- Time Management
- Conflict Resolution.
- Adaptability.
- Prospecting Business Development.

#### **EDUCATION:**

- Master's Degree in Finance & Accounting, Osmania University Hyderabad, India.
- Bachelor's Degree in Commerce, Osmania University Hyderabad, India.

#### **ACHIEVEMENTS:**

- Best Insurance Seller Award.
- Team Handling Award.
- Award of Excellence in customer support.
- Qualified for Goa campaign.
- Best Team member Award.
- Top Performer of the month Award.

## PROFESSIONAL EXPERIENCE:

**Company:** Kotak Mahindra Bank

**May 2018 – April 2021**

**Location:** Hyderabad, India

**Role:** Assistant Manager

- Assisted Customers in Opening New accounts, resulting in increase in new customer acquisition.
- Identifying customer financial needs & recommended suitable banking products, resulting in increase in cross sales.
- Handled various customer transactions such as deposit, withdrawals & payments, while providing exceptional customer service.
- Processed an average of 100 customer transactions per day accurately & efficiently.
- Implementing upselling techniques.
- Resolved customer queries & issues promptly, maintaining high customer satisfaction.

**Company:** Manipal Cigna Health Insurance

**Apr 2021 – Mar 2024**

**Location:** Hyderabad, India

**Role:** Team Leader.

- Managed average of 15 employees on a daily basis to meet production standards.
- Recommended & executed quality improvement for production & product quality.
- Drove daily production activities with effective communication & leadership.
- Assigned duties to associate, monitor work flow & monitor associate performance.
- Train Associates participated in team meetings by providing information & feedback as needed.
- Communicated daily goals and instructions to the team and individuals.
- Co-ordinated with other department or leaders as business needs arise.

**Company:** Max Life Insurance (Axis Bank)

**Apr 2024 – Present**

**Location:** Hyderabad, India

**Role:** Senior Relationship Manager

**Responsibilities:**

- Actively sourcing new sales opportunities through cold calling & emailing.
- Developing in-depth knowledge of product features & benefits.
- Utilizing virtual meetings to build customer relationship with new customers.
- Advising customers on suitable product selection based on their needs & specification.
- Maintaining long lasting relationship with existing customers through exceptional after sales service.
- Develop Sales plan to draw space in potential buyers.
- Connected clients to a sales person & arranged in person meetings, emails or phone calls.

## PERSONAL DETAILS:

- **Father's Name:** - Mohammed Ibrahim
- **Date of Birth:** - 08/08/1993
- **Permanent Address:** - 2-3-512/B/11 CHENNA REDDY NAGAR, AMBERPET, HYDERABAD-500013
- **Marital Status:** - Married
- **Religion:** - Islam
- **Nationality:** - India
- **Languages:** - English, Hindi, Urdu, Telugu