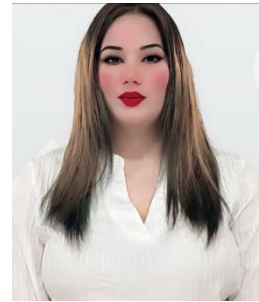


SADIA SHAFI

Relationship Officer



Contact Information:

- Phone: 0559818522
- Email: Sadiyashafi58@gmail.com
- Location: Al Nahda, Dubai, UAE

Professional Summary:

Results-driven sales professional with over 4 years of experience in account management, business development, and customer relationship management. Proven ability to exceed sales targets, enhance customer satisfaction, and drive revenue growth. Skilled in negotiation, communication, and problem-solving, with a track record of building and maintaining strong client relationships.

Education:

BBA Kashmir University

10TH Jammu & Kashmir School Board Of Education (2013)

12th Jammu & Kashmir School Board Of Education (2015)

Key Achievements:

- Client Acquisition & Retention
- Portfolio Growth
- Revenue & Sales Targets
- Revenue & Sales Targets
- Operational Efficiency

Professional Experience:

Relationship Officer

Derby Sales (Outsourcing for Fab Bank) – Dubai

July 2024 – December 2024 (6MONTHS)

- Consistently met and exceeded sales targets, providing exceptional customer service and building lasting relationships with clients.
- Adept at explaining complex financial products, identifying customer needs, and recommending suitable credit solutions.
- Maintained strong knowledge of industry regulations and compliance standards.
- Skilled in prospecting, lead generation, and closing sales through effective communication and negotiation.

Teleperformance (LanguageLine Solutions)

OPI/VRI Interpreter May 2021 – May 2024

- Provided over-the-phone and video remote interpretation for healthcare clients in the US, UK, and Canada.
- Ensured accurate health care: Facilitating clear communication..

- Business: Assisting companies in engaging with diverse clients and partners.
- Government: Supporting public services in interacting with multilingual communities.
- Insurance: Enabling accurate communication between insurers and clients.
- Contact Centers: Enhancing customer service by bridging language gaps.
- Education: Aiding educational institutions in communicating with students and parents.
- Financial Services: Assisting financial institutions in serving a diverse clientele.
- Public Safety: Supporting law enforcement and emergency services in critical situations.
- Manufacturing: Facilitating communication in production and operational settings.
- Non-Profit: Assisting organizations in reaching and supporting diverse communities.
- culturally sensitive interpretation services.
- Certified L-4 Interpreter by Interpreter School, Language Line Solutions.
- Interpreted for healthcare, government, and legal sectors.

Relationship Manager

Axis Bank – (Outsourcing for QUESS) Jammu and Kashmir

January 2022 – February 2023

- Managed and developed a portfolio of high-net-worth clients, providing personalized banking solutions while sitting in the main branch of bank in Kashmir Srinagar.
- Managed to make 20-30 credit cards with 2-3 premium accounts every month with walk-in customers in the bank.
- Provided expert advice on a range of banking products and services, including loans, investments, and wealth management.
- Conducted regular reviews of client accounts to ensure optimal financial performance and identify opportunities for growth.

Sales Coordinator

Trip Kashmir Tours and Travels – Jammu and Kashmir

April 2019 – November 2021

- Coordinated and supported sales team activities to ensure smooth operations and target achievement.
- Maintained and updated customer databases, ensuring accuracy and confidentiality.
- Prepared and distributed sales reports, performance metrics, and presentations.
- Assisted in developing and implementing sales strategies.
- Assisted sales representatives with administrative tasks and customer follow-ups.

SKILLS:

- Customer Relationship Management (CRM)
- Communication Skills
- Microsoft Word
- Microsoft Excel

LANGUAGES:

English: Proficient

Hindi: Native

COURSES:

Diploma in computers