

## MOHAMED ABDUL HAFEEL

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### Objective

As a dynamic professional with excellent interpersonal and technical problem solving skills coupled with the ability to multitask and meet deadlines, seeking a suitable position which offers a constructive workplace where I can contribute values to the organization through excellent persuasive skills with broad experience working with multicultural teams.

### Professional Experience

#### **Retail Banking and Marketing – Amana Bank PLC**

Relationship Officer

16 January 2017 to Date

##### *Prestige Banking*

- ✓ Finding new potential high net worth individuals and canvassing the prestige banking propositions.
- ✓ Building portfolio of customers and addressing their requirements by being available 24/7.
- ✓ Meeting the set sales targets by effectively implementing sales pipeline.
- ✓ Helping the management to build strategies relevant to prestige banking propositions.

##### *Contact Centre*

- ✓ Effective Handling of Inbound & Outbound Calls & provide solutions to customer queries
- ✓ Escalation of Complaints received via hotline
- ✓ Responding to customer queries received via email
- ✓ Canvassing & Cross Selling of Products

**\*Won two Awards for “Best Contact Centre Agent” and “Best ‘We Care’ moment in 2018 Annual Bank Awards ceremony.**

##### *Projects handled*

- ✓ “Customer Drain” – A project designed to find the pain points of customers and the reasons for the account closure.
- ✓ “Online Account Opening” – Getting valid leads to open a bank account through the company website.
- ✓ “Amana Ladies” – Re - Launching the Amana ladies savings account

#### **Credit Administration Dept – HNB PLC**

Intern

09 May 2016 - 08 November 2016

- ✓ Scrutinizing of Security Documents received for credit facilities prior to disbursement and Escalation of any shortfalls to concerned parties
- ✓ Lodging of Security Documents
- ✓ Processing & updating core banking system on Credit Limits of Clients
- ✓ Processing of Credit Facility Disbursements

## **Volunteer Experience**

### **Spin fit Sundown - 2017**

Digital Marketing volunteer

- ✓ Handled the digital marketing including social media marketing activities of a customer segment.
- ✓ Handled the real time marketing activities of the event.

## **Professional Qualification**

- ✓ Diploma in Professional Marketing (CIM – Level 06) – Reading (Awaiting results)
- ✓ Certificate in Professional Marketing specialized in Digital Marketing (CIM – Level 04)
- ✓ Executive Diploma in Islamic Finance (2016) – First Global Academy
- ✓ Association of Accounting Technicians (AAT) - Intermediate level

## **Academic Qualification**

\*G.C.E ordinary level

Subject	Grade
English	A
Information Technology	A
Commerce	B
Science	C
Maths	C
Tamil	A
Religion	A
History	B
Eng. literature	S

\*G.C.E advanced level

Subject	Grade
General English	A
Economics	B
Business Studies	C
Accounting	C

## **Skills and Achievements**

- 1) Excellent persuasive skills
  - Represented the school debating team positioning as re-butler
- 2) Excellent communication skills
  - Member of Amana Bank Toastmasters club
- 3) Adept in the use of computers.
  - Designing of posters, letters etc. for school societies
- 4) Possess high creative skills.
  - Won many places in oratory (impromptu speech) and creative writing competitions in school, district and provincial levels.
- 5) Excellent leadership skills.
  - Captained the debating team in school and house in Sunday school winning best leader trophy consecutively four years.
- 6) Ability to work on own and as part of a team.
  - Was represented the school football team (under 13).
- 7) Possess excellent problem solving skills.
  - Organized many events such as Islamic day, commerce day and many more facing lot of difficulties and deadlines.

**Personal Information**

Full Name : Mohamed Abdul Hafeel  
Alma Mater : D.S. Senanayake College  
Date of birth : 04 August 1996  
NIC No : 962170404V

**Non Related Referees**

Available on Request

I hereby declare that the information provided herein are true and accurate to the best of my knowledge

05 Aug 2018