

Robin Johnson

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Objective:

Seeking a challenging position as a real estate broker in Dubai where I can utilize my skill, knowledge, and experience to add value to the organization and myself. I draw from over 12 years of work experience in the Banking, financial services and insurance industries and have no doubt I will succeed as a broker with the right training and support.

Professional Profile:

I am a professional who can deal with people of various levels using great interpersonal skills. I can easily blend within a team and bring a can-do-attitude. I easily adjust to different environments and Cultures.

Areas of Expertise:

- Retail Sales Banking (CC, PIL, Caca, Liabilities, Real Estate / Mortgage and Life Insurance)
- Customer Service, Support, and KYC
- Training & Staff Supervision
- Business Development & Relationship Management
- Out bond Call Center
- Corporate & Customer Relationship and People Management
- Team leading and building

Skills:

- BFSI / HNI Insurance
- Excellent Interpersonal, Negotiation, convincing, selling, Strong problem analysis and solving skills.
- Excellent Planning, Time Management, Sales Management, and Organization skills.
- Generate new leads through cold calling, networking and customer referrals.
- Team building and team leading skills.
- Excellent verbal and written communication skills.
- Excellent Prospecting, Business Development, and Closing skills
- Strong client relationship skills

Academic Qualification:

A- Bachelor of Business Administration - Marketing – 2003 Pakistan Adventist Seminary, Farooqabad
(Accredited by Adventist Accrediting Association Maryland, USA)

B- 2- Intermediate in Commerce - 2000
Karachi Board of Intermediate and Secondary Education

C- 3- Year Diploma in Business Administration -1999 - Pakistan Adventist Seminary, Farooqabad
(Accredited by Adventist Accrediting Association Maryland, USA)

D- 2- Year Diploma in Secretarial Practice – 1997 - Pakistan Adventist Seminary, Farooqabad (Accredited by Adventist Accrediting Association Maryland, USA)

C- Matriculation in Science 1992 from (Karachi Board of Secondary Education) Pakistan.

Certificates, Recognition, and Training:

1. ED TSE TRIBUTE MONTH Qualification Certificate from Alico, August 2001
2. Certificate of Achievement in recognition of Outstanding performance as a Best TSO of X-Sell - 2nd Runner Up in 2006.
3. Certificate of Training Sales on- Board, Barclays Bank Dubai October 2007.
4. Certificate of Training, Barclays Triple S Customer Service Initiative, to improve soft Skills and knowledge of Products, Processes, and Systems on 24 May 2009.
5. Certificate of Training Retail Rising - BE Behaviors, BARCLAYS CORPORATE Dubai 05 August 2010.
6. Certificate of Training Sales On-Boarding CITI Bank Dubai 22 September 2013.
7. Certificate of training Sales On-Boarding Mashreq Bank Dubai February 2014.
8. Certificate of Training, "Integrity Matters" Chartered Institute for Securities and Investment (CISI) in the UK. Mashreq Bank Dubai, 07 April 2016. (CISI.org/Integrity Matters)

Professional Experience:

Saiman General Trading LLC:

Operation Manager

August 2024 upto date

Over all Responsibility of the company operation, sales and management.

Emirates NBD Bank

16 Nov 2023 to 30 April 2024

Selling multiples products of retail banking, Personal /Auto/Merchant Loan and Credit Card

Convert the market potential into business development and achieve monthly targets.

My ambition is to leave with **Customers**, just one impression, that my organization is a great place to work.

Providing customers fast, transparent, and time-saving complete digital banking in the gulf region and the first financial institution pulling credit bureau reports at customer place.

Provide a comprehensive, multi-product banking solution to companies for their employees including payroll- linked bank accounts, credit cards, and STL loans.

Demonstrate and build a "Can Do Attitude" among the team members towards the achievement of monthly targets

National General Insurance company:

Dubai UAE Feb 2022 to July 2022

Same as Jubilee Family Takaful Company

Jubilee Family Takaful

Company Pakistan:

14 April 2018 to 31 December 2021

Developing business among corporate & individual customers for individual and group medical insurance.

Plan and implement sales strategies with a team to achieve both personal and team targets.

Identifying the new market potentials and converting them into business. Total Peoples building Relationship management. Provide Personal consultancy, with long-term relationship service in the pillars of truth and honesty. Demonstrate and build a "Can Do Attitude" among the team members towards the achievement of monthly targets. Creating awareness and the need for financial protection among families/Business Personal. Establishing long-term professional relationships among business communities. Analyzing and advising the financial plans for high-net-worth individuals.

Silk Bank Pvt Ltd:

Karachi Pakistan

01 May 2017 to 01 March 2018

Business Development Executive

(Team Leader/Sales Manager)

Ready Line and Personal Loan Department

Responsibilities: - Handling a Team of 12 dynamic sales officers. Identifying new markets for selling Ready Line and Personal Loan and encourage customers to use dual products.

Selling and setting up a multi-Product system in the team.

Plan and implement sales strategies with the team to achieve targets.

Observe the Code of Conduct, and corporate policies and implement appropriate controls as part of day-to-day responsibilities

Providing Customers with fast, transparent, and time-saving complete digital banking in the region. Providing Customer Personal Financial Services as per their need and requirement.

Listing new companies to open salary accounts & to do Ready line and Personal Loans for corporate relationships and bulk business for payroll.

Mashreq Bank, Dubai UAE

From 12th- December 2014 till February 2017

Personal Banker – Retail Banking

Responsibilities: -

My ambition is to make customers leave with just one impression, that my organization is a great place to do business with.

Demonstrate and build a “Can Do Attitude “among the team towards the achievement of monthly targets.

Identifying new markets for selling Personal Financial (Islamic Banking) and Personal loans, CASA, credit cards, and Banc Assurance.

Plan and implement sales strategies with the team to achieve targets.

Observe the Code of Conduct, and corporate policies and implement appropriate controls as part of day-to-day responsibilities

Providing customers fast, transparent, and time-saving complete digital banking in the gulf region and the.

Identifying the new market potentials and converting them into business.

Acquire new corporate clients and expand the market for Mashreq at work.

Listed new companies for open salary current account and saving account, Loan and credit cards for bulk business.

Cross-selling, top-up, credit cards, Travel Insurance, Credit Shield Home / Motor Insurance, and Medical/Health insurance to all existing and new customers.

Citi Bank Dubai UAE

From 16th- Sept 2013 till October 2014

Senior Relationship Office – Personal Loan

Same as Mashreq Bank

Barclay's Bank

From 29th- Sept 2007 till 3rd June 2013

ATL – Credit Cards

Same as Mashreq Bank

Citi Bank -Pakistan:

February 2005 to 12 June 2007

Assistant Team Leader– cross-selling.

Work same as Mashreq Bank

American Life Insurance Company Ltd Pakistan:

Sr. Sales Consultant - **Life Insurance**

15 July 2000 to September 2004

Responsibilities: -

Enveloping business among corporate & individual customers.

Plan and implement sales strategies with the team to achieve targets.

Identifying the new market potentials and converting them into business.

Demonstrate and build a “Can Do Attitude “among the team towards the achievement of monthly targets.

Creating awareness and the need for financial protection among families.
Establishing long-term professional relationships among business communities.
Analyzing and advising the financial plans for high-net-worth individuals.
Regularly achieving the monthly targets

Personal Information:

*	Date of Birth	13/8/1975
*	Marital Status	Married
*	Nationality	Pakistani
*	Passport No	AD8108364
*	Current Visa Status	working visa

Hobbies:

Watching Cricket and Football, Cooking, Traveling, Dancing and Kite Flying

References:

References will be furnished upon request.

