



LUBREEN KHAN

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SUMMARY

Seeking enthusiastic administrative opportunity where I can utilize my education, skills, and past work experiences to serve the organizational objectives which in turn will prove satisfactory for self-development with the help of the team spirit. Boost customer satisfaction by analyzing and improving procedures to capitalize on emerging trends and integrate new approaches. Proactive in updating training programs and policies to prevent lags and maintain industry-leading service levels. Highly analytical and objective with methodical approach.

SKILLS

- Creative Problem-Solving
- Clear Communication
- Relationship Building
- Organized Mindset
- Interpersonal Relations
- Building rapport
- Customer service expertise
- Sales Strategies

EXPERIENCE

SENIOR SALES EXECUTIVE, 02/2023 - 11/2023

Barclays Noida Pvt. Ltd., Noida, India

- Develop and maintain strong relationships with clients (individuals or businesses) to understand their financial needs.
- Provide personalized advice on financial products, including loans, mortgages, credit cards, and investment options.
- Promote and sell a range of banking products and services such as savings accounts, checking accounts, personal loans, business loans, mortgages, insurance, and investment products.
- Meet sales targets and contribute to the bank's overall revenue goals.
- Identify upselling and cross-selling opportunities by analyzing customer profiles and needs.
- Track sales progress and report on targets, achievements.

SALES COORDINATOR, 07/2019 - 01/2023

SBK Real Estate, Dubai, UAE

- Provide administrative and operational support to real estate agents or sales managers, helping them meet their targets.
- Help plan and execute sales campaigns, property showings, and open houses.
- Create and prepare presentations, brochures, and other marketing materials to present properties to clients.
- Act as a point of contact between clients, sales teams, and other departments, ensuring that communication flows smoothly.
- Follow up with leads generated by the sales team, answer queries, and provide basic information about properties.
- Monitor and update the status of leads and opportunities, ensuring no potential clients are neglected.

**EDUCATION AND
TRAINING**

Delhi University, New Delhi, India, 05/2019
Bachelor of Arts: Political Science

**EXPERTISE AND
ACADEMIC
CREDENTIALS**

- Clear communication skills, listening skills, Self- Control, Positive attitude, Assertiveness, Conflict Resolution, Problem Solver, Empathy, Depersonalization, Taking responsibilities, Top Customer Service skills.
- Ability to effectively deal with the conflict.
- Experience in a high-volume call center fielding approximately 30 calls in a day.
- Strong listening and communication abilities.
- Solid foundation of customer care and relations, with vast experience in the field.
- Excellent talent for using strategies to de-escalate irate clients.
- Strong interpersonal skills, with the ability to relate and empathize with people of varying personalities and from all walks of life.
- Fluency in the English with excellent communication skills both in verbal and oral communication.
- Proficiency in numerous computer applications and software, including MS Word, Power Point, Excel, and several others.
- Highly motivated and driven to achieve set goals and targets.
- Ability to maintain a calm and composed manner when dealing with potentially explosive client situations.
- Superb ability to multitask, able to handle multiple duties and responsibilities without sacrificing quality of work.
- Possess a fun and vibrant personality that customers find refreshing and appealing.
- Excellent leadership skills, with a unique talent for handling and resolving conflicts within the team.
- Great team player and an excellent individual worker.
- Customer service skills training.
- Call center service operations.
- Complaint Handling/Dispute resolution.
- Sales Lead Generation.

**EDUCATIONAL
BACKGROUND**

- High School passed from C.B.S. E D.A. V Public School, Dwarka. (03/2012 - 03/2013)
- Senior Secondary passed from C.B.S.E Modern International School, Dwarka. (03/2014 - 03/2015)
- Completed graduation in B.A. Political Science Hons. From Delhi University SOL. (07/2015 - 05/2019)

**PERSONAL
INFORMATION**

- Date of Birth: 05/15/97
- Nationality: Indian
- Marital Status: Married

HOBBIES AND INTERESTS

- Learning different languages
- Meeting new people
- Career opportunities
- New ventures
- Expertise requests / Advice

LANGUAGES

Hindi: First Language

English: C2
Proficient (C2)

