

# ABDUL AZEEM BAIG

Dubai, United Arab Emirates

+971 50 2455854

abdulabdulazeem8@gmail.com

[linkedin.com/in/abdul-azeem-baig](https://www.linkedin.com/in/abdul-azeem-baig)

## Driving License (Dubai)

## WORK EXPERIENCE

Job Title	Company	Time Period
Relationship Officer	FGF	June 2025 – Till Date
<ul style="list-style-type: none"><li>Exceeded monthly sales targets by 20%, consistently driving team performance and contributing to sustained revenue growth.</li><li>Boosted sales revenue by implementing strategic customer engagement and cultivating long-term client relationships.</li></ul>		
Relationship Officer	Innovation	March 2023 – Feb 2025
<ul style="list-style-type: none"><li>Applied strong CRM and sales management skills to document activities, set milestones, and manage tasks efficiently.</li><li>Utilized data analysis tools (Microsoft Excel) to monitor sales metrics and improve workflow.</li><li>Increased sales revenue through strategic customer engagement and relationship management.</li></ul>		
Client Support Specialist	Faysal Bank Ltd	Jul 2021 – Jan 2023
<ul style="list-style-type: none"><li>Used CRM systems and Microsoft Excel to track customer queries, resolve issues, and produce actionable insights.</li><li>Received a 4.8/5 customer satisfaction rating, reflecting excellent service quality.</li><li>Contributed to a 30% increase in successful cross-selling initiatives, supporting revenue growth.</li></ul>		
Customer Care Associate	Security Management Services	Jan 2018 – Jul 2021
<ul style="list-style-type: none"><li>Managed security monitoring systems (radio alarm, CCTV, GSM), responding to 100+ security threats monthly to ensure customer safety.</li><li>Collaborated within a team for 24/7 surveillance, reducing response time by 20% and ensuring seamless operations.</li><li>Provided continuous customer support for 2500+ customers daily, maintaining security system reliability.</li></ul>		
Assistant Manager- Team Member	KFC	Jan 2012–Feb 2018
<ul style="list-style-type: none"><li>Managed inventory control, cost management, and optimized restaurant operations, boosting efficiency.</li><li>Delivered exceptional customer service, resulting in positive feedback and customer loyalty.</li><li>Streamlined order management, reducing wait times and enhancing overall customer satisfaction.</li></ul>		

## EDUCATION

Year	Degree	Institute
2017 - 2021	MBA (HUMAN RESOURCE MANAGEMENT)	KHADIM ALI SHAH BUKHARI INSTITUTE
2015 - 2017	B.COM (BECHOLOR OF COMMERCE)	KHADIM ALI SHAH BUKHARI INSTITUTE

## SKILLS & CERTIFICATIONS

Skills	BS & MBA Courses	Certifications
<ul style="list-style-type: none"><li>Sales performance</li><li>CRM systems</li><li>Customer service</li><li>First Call Resolution (FCR)</li><li>Cross-selling</li><li>Inventory management</li><li>Team leadership</li><li>Security Systems Monitoring</li><li>Customer Satisfaction &amp; Retention</li><li>Cross-Selling &amp; Upselling</li></ul>	<ul style="list-style-type: none"><li>Business Analytics</li><li>Financial Management</li><li>Human Resource Management</li><li>Marketing Management</li><li>Quantitative Techniques</li></ul>	<ul style="list-style-type: none"><li>Human Resource Management</li><li>Microsoft Excel (VLOOKUP, Pivot Tables)</li><li>KYC &amp; AML Compliance Certification</li><li>Complete Certification in Customer Relationship Management</li></ul>