



Tarif Jahanzeb

Lead Trainer – Customer Service/Sales

CONTACT DETAILS

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PROFESSIONAL SUMMARY

Results-driven and detail-oriented professional with 12+ years of experience with the ability to focus on the tasks at hand which helped me be adaptable in multiple roles throughout my career. I can establish strong collaborative relationships with internal and external customers. I have always been eager to learn something new and apply the skills I have acquired by working in different positions, which has enabled me to be creative and results oriented. Ability to adapt to deadlines without losing sight of the goal even under pressure.

SOFTWARE AND TECHNICAL SKILLS

- Develop, evaluate alternatives and initiate specific actions.
- Strong verbal and written communication skills.
- Strong inter-personal skills.
- Sales and Business Development.
- Customer Service.
- Vendor Management, Project Management.
- MS Office, MS teams.

WORK EXPERIENCE

General Manager - The Majestic Hospitality Group, India

May 2024 – Current Position Held

- Handling all corporates accounts and generating new corporate Leads.
- Managing monthly and quarterly sales targets.
- Ensuring all day-to-day operations and focusing on customer satisfaction.
- Handling accounts and of suppliers and payroll of employees.
- Generating new marketing strategies and applying new sales method to achieve sales targets.
- Reporting directly to the CEO with monthly progress reports.
- Assured to achieve monthly and yearly target.
- Managed operational cost and applying cost effective procedure to maximize profit.

Support Specialist Fin-Crime Analyst Revolut Private Limited (Remote)

November 2023 – April 2024

- I'm responsible for Compliance check. Conducted Transaction monitoring and research
- I analyze and maintain accurate records of all claims processed.
- This includes creating and updating claim files, documenting all actions taken, and ensuring that all records are compliant with applicable regulations.
- I also help the customer with their KYC CDD, Compliance check and account onboarding.
- I'm also responsible for Business Verification thorough research and verification to establish the legal existence, structure, and ownership of a business entity, including obtaining and reviewing registration documents, articles of incorporation, and other official records.
- Risk Mitigation and Reporting: I used Identify and escalate any red flags or potential risks associated with a business client to the appropriate stakeholders, such as compliance officers or risk management teams. I was responsible for Preparing and submitting reports as required by internal policies and regulatory obligations
- I Assess the risk associated with potential business clients by analyzing their industry, business activities, geographic location, and any associated risks such as political exposure, corruption, or regulatory violations.
- I'm also responsible for Relationship Management by Interacting with internal stakeholders, such as sales teams, relationship managers, and compliance officers, to ensure the timely and accurate completion of KYC processes.
- Collaborate with external parties, such as business partners, vendors, or third-party data providers, to obtain necessary information and documentation.
- Worked with the management for company's light ning- fast growth. Escalated potential risks to the escalation team.

Lead Trainer (Customer Service/Sales) - Wolfpack International Private Limited, India

March 2017 – January 2023

- Managing all new batches and taking care of the training modules.
- Updating the training module and the SOP and briefing with the latest updates.
- Handling the certification of the employees and tracking their KPI.
- Reporting directly to the CBO with monthly progress reports. Auditing of the staff to ensure maximum focus is on customer satisfaction.
- Preparing knowledge data base which could be used on floor. Design, Plan and execute specific unit Requirements including L& OD learning interventions.
- Facilitate classroom / VILT learning interventions across all bands of employees.
- Design content and facilitate learning interventions and measure learning impact.
- Design effective and efficient communication to keep all stakeholders connected, informed, and on track with talent development program solutions.
- Perform administrative and communication tasks necessary to deliver high-quality talent development and learning solutions.
- Approach all project and program management work with a continuous improvement mindset and integrate continuous improvement tools and processes wherever possible.

Senior Travel Consultant - House OF Tours, Umm Al Quwain, U.A.E

January 2016 – February 2017

- Managing all kinds of operations including Inbound and outbound.
- Handling all operations and managing all online booking status.
- Maintaining a healthy relation with all agents and suppliers.
- Designing and approving of tailor-made packages.
- Helping the team with special requests and V.I.P bookings.

Senior Holiday Consultant - ITL World Travel & Tourism, Dubai, U.A.E

June 2014 – December 2015

- Managing all kinds of Operations including Inbound and Outbound.
- Helping the team with special requests and V.I.P bookings.
- Running and overseeing all the booking operations from start till end.

Operations Manager - Wasel Tours, Sharjah, U.A.E

May 2013 – June 2014

- Managing all B2B and B2C operations of the company.
- Vendor management and inventory management of the rooms on the online portal.
- Managing all group bookings and designing tailor made packages for the Groups and Corporate.
- Handling all VIP bookings and reporting directly to the MD with the figures.

Holiday Consultant -Tropic Tours International, Sharjah, U.A.E

June 2011 – May 2013

- Handling all kinds of operations in Inbound and Outbound booking.
- Managing bookings and arranging for the required as mentioned by the client.Negotiating with the hotels and working closely with the suppliers to meet the requirements of the business.
- Following up on pending bookings and finalizing with the customer.

Relationship Officer- Abu Dhabi Commercial Bank, Dubai, U.A.E

February 2008 – May 2011

- Handling SME customers and managing data base of the corporate customers.
- Building new client list and managing all the previous clients.
- Reporting to the sales manager and completing all the monthly targets.
- Selling all kinds of loans and credit cards.

EDUCATION AND CERTIFICATIONS

- O-levels – Ibn Seena English High School, Sharjah, UAE
- Certified Ajman tour guide - Ajman tourism board.

LANGUAGES

- English: Advanced
- Hindi: Advanced
- Punjabi: Intermediate
- Arabic: Intermediate