



Muhammad Suleman Ansari

Team Manager Home & Business Finance (Mortgage)

Having 7 years of experience working in customer service & Sales. Highly skilled at working with customers to provide exceptional service, as well as knowledgeable about the home finance process and able to effectively explain it to customers. Ability to work independently and as part of a team to ensure customer satisfaction.

Contact

Phone

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Email

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Address

House# 2/15 Block 5B Nazimabad #5
Karachi

Education

2015

Diploma in Hotel Management

Pakistan institute of Tourism and Hotel
Management

2014

Higher Secondary School

Govt. City College

Skills

- Microsoft Office
- Quick Learner
- Customer Service
- Decision Making
- Critical thinking and problem solving
- Leadership

Language

English

Urdu

Hindi

Punjabi

Experience

- **Dubai Islamic Bank**
Team Manager Home & Business Finance
Apr 2021- May 2023

Responsible for developing relationships with customers and providing them financial services and knowledge of product. Advice about home finance products as well as identifying potential customers. Negotiate with customers in order to close sales and maximize profits. Accurately complete loan applications and other forms organized and have strong time management skills in order to manage their workload and meet deadline.

- **MCB Bank Ltd**
Sales Officer Fleet Finance
Oct 2020 to Mar 2021

Consult with customers to guide them through the purchase of a vehicle. Develop a relationship with each client with the goal of creating lifelong customers, providing excellent customer service, and answering questions regarding financing, insurance, and other programs such as available extended warranties on client vehicle.

- **MMG Services**
Medical Billing Executive (USA Based)
Nov 2018 to Oct 2019

Ensure accurate and timely medical billing and coding of all claims submitted to insurance companies. Maintain current knowledge of medical coding and billing regulations and guidelines. Research and resolve insurance issues and billing discrepancies. Monitor patient accounts to ensure timely and accurate payment. Respond to patient inquiries in a timely and professional manner. Maintain records of claims and billing information. Prepare and submit reports to management as required.

- **Bol Network**
Voice Over Artist
Jul 17 to Apr 18

Read the written script aloud with contextual emotions. Record your voice using appropriate recording software. Possess the technical expertise to create quality sound. Convey excitement and enjoyment

- **Movenpick Hotel & Resort Karachi**
Guest Services Officer
Sep 16 to Jul 17

Assist guests with check-in & check-out processes, provide guests with hotel services information, and accommodate guests during their stay in an attentive, courteous and friendly manner. Maintain guest confidentiality at all times. Use proper telephone and reservation etiquette including describing the hotel, proper rate quotation and capturing reservations. Accurately manage cash drawer and credit card system.

- **Movenpick Hotel & Resort Karachi**
Front Office Trainee
May 16 to Jul 16

Attending to the customers, clients and helping them to be at ease and comfort when they visit Hotel. Received phone calls, and rerouting them to the concerned people