

MAGESH RAO DEVAN

BUSINESS DEVELOPMENT
OFFICER



PROFILE

Experienced Business Development officer with over 10+ years of experience in Banking and Technology Industry. Excellent reputation for resolving problems, improving customer satisfaction, and driving overall operational improvements. Consistently saved costs while increasing profits.

CONTACT

PHONE:

(+974)- 3001 4473
(+91) 84313 75763

ADDRESS

No.12, Zone-56, Street -808, Al
Thumama, Doha, Qatar

EMAIL:

mageshrao.yuva@gmail.com

WORK EXPERIENCE

FIRST ABUDHABI BANK - BUSINESS DEVELOPMENT OFFICER- DUBAI

FEB 2018 till Nov 2019

- Collaborated with sales and marketing departments to support business objectives and client acquisition.
- Negotiated and closed long-term agreements with new clients in assigned territory.
- Participated and actively engaged in strategy meetings with other shareholders.
- Kept meticulous client notes in MAINFRAME customer relationship management application.
- Researched and identified opportunities for account growth, account penetration and market expansion.
- Enhanced profitability by developing pipelines utilizing marketing and sales strategies.
- Directed work of efficient administrative team maintaining accurate sales, inventory and order documentation.
- Managed revenue models, process flows, operations support and customer engagement strategies.
- Resolved problems with high-profile customers to maintain relationships and increase return customer base.
- Grew retail sales volume in assigned territory 75% through strategic budgeting and product promotion.

MASHREQ - SENIOR RELATIONSHIP OFFICER-DUBAI

MAR 2014 TILL DEC 2017

- Reviewed and edited loan agreements to promote efficiency and accuracy.
- Originated, reviewed, processed, closed and administered customer loan proposals.
- Complied with regulatory requirements, including Bank Secrecy Act, Anti Money Laundering, OFAC, USA Patriot Act, Privacy Act and Community Reinvestment Act.
- Recommended loan approvals and denials based on customer loan application reviews.

EXPERTISE

- ❖ **10+ Years** of Global work Experience field Of IT Sales, Marketing and Business Development
- ❖ **FIRST ABUDHABI BANK** -Business Development Officer- DUBAI from FEB 2018 till NOV 2019
- ❖ **MASHREQ** - Senior Relationship Office Dubai from MAR 2014 till DEC 2017
- ❖ **ACCENTURE SERVICE PVT LTD** – Senior Technical Support Specialist Bangalore, India from AUG 2009 till DEC 2013
- ❖ **CONVERGYS** -Senior Customer Sales Consultant, Bangalore, India from NOV 2006 till APR 2009
- ❖ **Top performer for the year 2014, 2015, 2016 & 2017 and been awarded By Al-Ghurair Abdul Aziz (CEO of the Mashreq Bank)**

EDUCATION

- **MBA:** Human Resources Management CMJ UNIVERSITY, Meghalaya- 2012
- **BBA:** Business Administration INSTITUTE OF MANAGEMENT STUDIES & TRAINING, Bangalore, India- 2008

- Assisted senior-level credit officers with complex loan applications.
- Developed and maintained relationships with local real estate agents.
- Researched competitive solutions and maintained competitive market comparisons and evaluations.
- Equipped and organized facility to comply with company strategy for online and offline quality controls.
- Presented metric reporting and mortgage account reviews to credit team and clients.
- Saved Dirhan **3.2M** by researching and implementing interest cost- saving initiatives and creating fresh new approaches to long-standing problems.

ACCENTURE SERVICE PVT LTD - SENIOR TECHNICAL SUPPORT SPECIALIST – BANGALORE, INDIA

AUG 2009 TILL DEC 2013

- Assisted customers in identifying issues and explained solutions to restore service and functionality.
- Patched software and installed new versions to eliminate security problems and protect data.
- Resolved diverse range of technical issues across multiple systems and applications for customers and end-users across three time zones.
- Developed and tested new product offerings prior to release to assist development team in bug identification.
- Followed up with clients to ensure optimal customer satisfaction following support engagement and problem resolution.
- Documented all transactions and support interactions in system for future reference and addition to knowledge base.
- Explained technical information in clear terms to non-technical individuals to promote better understanding.
- Engaged end users and answered questions via email, phone, website live chat and in forums[It's okay to brag about your GPA, awards, and honors. Feel free to summarize your coursework too.]

SKILLS

CONVERGYS - SENIOR CUSTOMER SALES CONSULTANT – BANGALORE, INDIA

NOV 2006 TILL APR 2009

- Maximized business potential by providing excellent customer service and ensuring 100% client retention.
- Closed over 23-32 daily sales after contacting potential customers to educate them on easy cash balance transfer, Credit card, insurance, auto loan
- Demonstrated products and specific features at customer locations and special events.
- Maintained routine communication with clients to assess overall satisfaction, resolve complaints and promote new offerings.
- Branded products through effective salesmanship and maintained long-term relationships with clients.
- Leveraged proven sales methods to increase revenue by 65% and surpass sales objectives by 82%.
- Proactively managed client correspondence and recorded all tracking and communications.

Extensive personal network

89%

Accomplished manager

76%

Direct sales

98%

Territory management

93%

Business development and
planning

81%

Trained in consumer marketing

82%

Strategic account development

79%

B to B sales

88%

Database management

96%

Solution selling

91%

Research

85%

Relationship building and
rapport

89%

Strategic planning

95%

Prospect targeting

97%

Marketing

98%