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# Mohammad Asion

Accomplished professional with a commitment to high-quality work, through communication, team building, and poise. Proven experience performing under pressure, representing world-renowned brands, and experienced with medical device and cardiovascular marketing.

**Master of Business Administration**  
**Imam Sadiq University,**  
**Tehran**  
**AS in Mathematics,**  
**Physics, Accounting,**  
**Business Admin, and**  
**Economics, San Jose City**  
**College, San Jose, CA**

- Creativity
- Leadership
- Organization
- Problem solving
- Teamwork

Feb 2022 - Present

## Senior Relationship Banker Union Bank

Managing assigned customers and proactively meeting with them - in person and over the phone - to build lasting relationships, discover financial needs, and tailor product and service recommendations.

Making the lives of customers easier by sharing and setting up self-service options to access their accounts 24 hours a day/7 days a week.

Partnering with Specialists (Financial Advisors, Mortgage Bankers, and Business Relationship Managers) to connect customers to experts who can help them with specialized financial needs.

Clearly explaining product and service benefits, requirements and restrictions, changes and other related product information to clients and bank employees.

Managing customer accounts, including opening and closing accounts and overseeing transactions.

Providing ongoing banking relationship services with existing clients.

Ensuring customer satisfaction and resolve issues with banking products or services..

March 2018 - Feb 2022

## Personal Banker Wells Fargo Bank

Display a friendly, positive attitude toward serving customers and possess strong customer service skills.

Build relationships with customers that go beyond one interaction, focusing on maintaining a long-term relationship with each customer.

Engage customers in meaningful financial conversations that include understanding what's important to them.

Inform customers of appropriate options available to help them achieve their financial goals.

Proactively follow up with customers on commitments,

satisfaction, and ongoing financial conversations to build lifelong relationships.  
Demonstrate awareness and respect for customers' time by ensuring all interactions are efficient and accurate.  
Listen carefully to customers and demonstrate empathy for the customers' situation.  
Take ownership of the issue and follow up to ensure the issue is resolved.  
Complete problem resolution steps in compliance with the company complaints management policies.  
Exhibit a high degree of integrity, trustworthiness and professionalism at all times.  
Manage risk by maintaining appropriate controls to ensure operational integrity and compliance with applicable regulations, policy requirements and audit procedures.  
Learn the benefits, costs, and value of products and services that can help meet customer needs.

2017 – 2021 Part time

### **Guest Service Representative**

#### **Hotel Elan, Carlyle Hotel and Bristol Hotel**

providing front desk services to guests, processing guest payments and acting as an information source on various matters.

2008 - 2017

### **Sales Manager**

#### **Heyat Omana Arzi (The Council for saving in Patient Treatment)**

Establishing communication between medical universities and the hospitals under their control in order to better assess the medical device needs of these hospitals and the formulation of required medical devices so that the commercial department could order and manage the importation of these devices.

contributing to the attainment of financial and operational goals within the business unit or region in support of the company's overall financial and strategic objectives.

establishing budgets, short-and long-range objectives, and criteria for monitoring progress and measuring success.

Ensure that sales strategies are aligned with business unit strategies and that field support is in place.

overseeing new product and market introductions, sales training programs, key surgeons/key account visits; and attendance at key industry congresses and meetings.

Providing strategy and direction for ongoing business development, implementation of marketing plans, development of sales and market development objectives and tools, and growth of the business for the region.

2006 - 2008

### Sales and Marketing Data Analyst

#### ZamZam Cola

Created a comprehensive competitor analysis on over 20 competitors and as a result provided the company the advantage of strategically marketing and developing an unique product.

Created and implemented new and efficient strategies for data collection within the company

Utilized customer relation management (CRM) to effectively manage and analyze customer interactions.

Streamlined strategic processes that led to enhancements of the firm's core competencies.

2002 - 2006

### Sales Data Analyst

#### Pepsi Co-Tehran

compiling and analyzing data over time to forecast sales trends

communicating with management team regularly

reviewing past sales data to determine trends in productivity

preparing accurate reports using data from internal and external sources

evaluating third-party data to determine best practices for company success

presenting actionable information and insights to team members and management

gathering and analyzing data in order to understand

problems and address them proactively

collaborating with team members and members of other departments.