

SYED MUJAHED

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BARSHA, DUBAI, UAE.



SUMMARY

Industrious, versatile, and dedicated professional with a progressing career spanning over 4 years reflecting strong communication & management skills. Special interest in sales, administration, customer service, teller services & logistics. Highly skilled in building customer relationship, analyzing industry trends & endeavoring for consistent growth. Demonstrated application of managerial, functional, and qualitative skills to complete assigned projects.

CORE COMPETENCIES

- BBA, Marketing & Finance
- Financial management
- AML certificate
- Quality management
- Sales management
- Customer service
- Analytical skills
- Presentation skills
- Sales floor support
- Microsoft office suite
- Sales & Marketing support
- Operation management
- Teller services
- Cash/cheque transactions
- Cash management

PROFESSIONAL EXPERIENCE

Lead Teller, Al Muzaini Exchange, Kuwait.....June 2018- Feb 2020

- Worked as a lead teller for the leading money exchange in the country, setting high quality standards of workflow and customer service.
- Handled transactions involving around 30 foreign currencies without any discrepancies in the cash flow calculations
- Was responsible for dealing with bank transactions and KYC updating on daily basis
- Ensured the daily operation and money transfer was carried out in compliance with guidelines and policies
- Streamlined smooth communication with back office / head office on a regular basis

Operation executive, Qureto Services, India.....Feb 2016- April 2018

- Managed a list of product selection along with review and approval of product specifications.
- Maintained product quality and approved / rejected products based on quality benchmarks.
- Maintained business relationship with market giants like Amazon & Flipkart on a regular basis.
- Processed refunds and exchanges by adhering to company policies without impacting customer satisfaction
- Was responsible for the review of sales & supply reports on a weekly basis

Sales/Marketing Intern @ different businesses through consultancy, India.....Mar 2015 – Jan 2016

- *BigBazar Hypermarket* – Market segment, branding & packaging, loyalty programs, Media channels
- *Yousuf Hosiery Merchant* – customer service, coordination, garment design top sellers rating
- *IDBI federal bank life insurance* – Terms & plans, agent licensing, retirement plan

ACADEMIC CREDENTIALS / SKILLS

- **Degree** - BBA, Marketing & Finance, Osmania University, India, 2015
- **Certificate** – Anti money laundering certificate issued by Al Muzaini Exchange, Kuwait
- **Technical skills** – Microsoft office suite (Word, Excel, PowerPoint, Project)