CURRICULUM VITAE

**FAROOQ**

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| **OBJECTIVE** |  | Seeking a promising career in an organization where I can apply my skills, knowledge and experience of 9+ years in sales and customer relationship management to contribute positively to the business. | |
| **PROFESSIONAL EXPERIENCE** |  | **Industry: Remittance, foreign exchange and bill payment services**  (United Arab Emirates)  **Service Officer** | **Responsibilities**  *Sales and Customer Relationship Management*   * Remitting money to different countries worldwide * Dealing with various foreign currencies, to gain maximum margin * Cross-selling allied products by highlighting potential benefits to customers * Offering personalized service to HNI customers and key corporate clients * Assisting retail marketing teams in approaching potential customers in Below-the-line campaigns * Opening accounts of different Banks. * Processing salary payments, utility payments and credit card payments and accepting cash for the same. * Registering New Corporate Clients for transactions and WPS providing reports and statements on client’s request.   ***Duties and responsibilitie****s.*   * Cash acceptance for transaction in AED including purchasing /selling of FC and TC. * Monitoring the frequent transaction of the customer inward and outward remittance, FC sales/purchase. * Processing salary payments, Utility bill payments and credit card payments and accepting cash for the same. * Closely monitoring online Currency market and providing best rates for corporate and individual customers and arranging currencies on request Checking and accepting inter branch transfers and arranging funding for bank notes department. * Release the customer in a reasonable time frame with best customer satisfaction. * Funding the Excess FC stocks to Trade and corporate Department in order to avoid maintaining excess stock as per company policy. * KYC, EDD and AML policies to be followed in correct way to combat illegal funds*.* * Manage financial remittance of domestic and international entities. Bank transfers, instant transfer and Door transfers for individual and |
|  | July 2011-Present |

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|  |  |  | corporate customers.  ***Back Office Process Management***   * Ensuring compliance with internal controls for risk mitigation * Implementing KYC policy. * Daily posting of the payments and receipts made in the branch * Day-end verification of various internal and partner systems * Preparation of the daily and monthly reconciliation reports * Taking care of the Anti-Money Laundering guidelines and compliance   **Achievements**   * Rated as the *Employee of the Month thrice* in last 8 months among 15 staff members in the branch * Boosted revenue of the branch by selling wealth management products worth AED 100,000 in Nov 2016 * Stood first in cross-selling high-revenue generating allied products like Go Cash in the branch |
| **Uninor Telecom** (India) **Key Accounts Manager** Sep 2009- Feb 2011 | **Responsibilities**   * Led a team of 5 to handle two areas of Puttur and Mangalore covering over 500 outlets for launching the new services of Uninor. * Created market and sales network for the area. * Ensured that targets related to network expansion, monthly revenue, customer acquisition are met. |
| **Reliance Telecom** (India)  **Direct Sales**  Aug 2008- Jul 2009 | **Responsibilities**   * Selling Reliance Net Connect devices and broadband connections to individual and corporate customers. * Growing the revenue for existing customers by offering attractive plans. |
| **Tata Motors** (India)  **Sales Executive**  Jul 2007- Jul 2008 | **Responsibilities**   * Handled the full portfolio of Tata passenger cars for showroom sales * Conducting outdoor campaigns for promoting the products and lead generation * Managing sales delivery schedules * Preparing the sales invoice documentation, and completing formalities for car financing |

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| **SKILLS** |  | * Proficient in Tally 9.0 * Excellent command over MS Office suite * Good knowledge of using Internet |

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| **EDUCATION** |  |  |
| **STRENGTHS** |  | * Effective Communication Skills * Effective Team Management Skills. * Fast Learner * Hard worker * Time management skills * Customer Centric approach to Sales |
| **PERSONAL**  **INFORMATION** |  | * Date of Birth : 27-04-1986 * Nationality : Indian * Marital Status : Married * Holding valid UAE driving license for LMV * Languages known : English, Hindi, Kannada, Malayalam, Tulu * Hobbies : Playing Badminton, Cricket, and Volleyball. * Personal Contact : [farooq-396572@2freemail.com](mailto:farooq-396572@2freemail.com) * Reference : Mr. Anup P Bhatia, HR Consultant, Gulfjobseeker.com 0504973598 * I am available for an interview online through this Zoom Link <https://zoom.us/j/4532401292?pwd=SUlYVEdSeEpGaWN6ZndUaGEzK0FjUT09> |
| **DECLARATION** |  | I hereby state that above mentioned information is correct and true to the best of my knowledge. If I am placed in your esteemed organization, I will discharge my duties with utmost sincerity and to the full satisfaction of the organization.  Abu Dhabi FAROOQ |

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| **Course Name** | **Institute/ University** | **Start / Passing**  **Year** | **Duration** |
| Bachelors of Arts | Mangalore University | 2008 | 3 Years |
| Secondary P.U.C | Mangalore University | 2005 | 2 Years |
| High School | Mangalore University | 2003 | 3 Years |

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