








Satyam Pradhan

Sales Officer, Senior Cashier and Customer Service

Personal Info

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-  Apt 103 City tower Bld Al Rigga
43 34 B St - Deira , Dubai,
United Arab Emirates
-  Indian
-  04/12/1986

Education

- **Bachelor Degree (2nd)**
University of North Bengal
Jun 2005 - Jun 2009
Bachelor Degree in Science
- **Diploma in Computer (1st)**
Agni Info Computer Center
Oct 2003 - Sep 2004
Diploma in Excel, Words and
PowerPoint.

Skills

- Leadership - Expert
- Work ethic - Expert
- Communication - Expert
- Time management - Expert
- Problem-solving - Expert
- Cashiering - Expert
- Customer Service - Expert
- Sales - Expert

Summary

Strongly responsible Jewelry Sales Officer with a strong desire to give customers a joyful and safe ear-piercing experience along with extensive experience in the UAE's financial industry, with an emphasis on branch team management, client service, Cashiering, WPS, Forex, and carrying out domestic and international transactions while abiding by Central Bank regulations.

Work Experience

Sales Officer, Arakkal Gold and Diamond LLC, Dubai

November 2023 - Present

- Accountable for completing transactions, putting an end to shoplifting, counseling hesitant clients, attracting new clients, and filing management reports.
- Cultivated enduring connections with customers, which increased recurring business and referrals.
- Providing an advance booking system that gives customers a special chance to reserve desired items.
- Worked together with teammates to put successful sales techniques into practice.
- Utilized extensive industry expertise in jewelry to provide well-informed product suggestions and developed a smooth international shopping experience with VAT reimbursements for tourists.
- Highlighted the gold scheme's security features, presenting it as the best option for achieving financial stability.
- Creating a monthly performance dashboard for staff and branches to assess overall performance professionally.

Cashier & Customer Service , Al Rostamani International Exchange , Dubai

October 2018 - August 2023

- Handled branch, team and diverse local and international transactions, including cash, cheques, and online transfers, adhering to Central Bank guidelines.
- Analyzed industry and competitor trends to develop effective strategies, resulting in improved branch revenue and performance.

Teamwork - Expert
Call Center - Expert
Due Diligence - Expert
Money Laundering - Expert
Microsoft Excel - Expert
Payroll - Expert
Marketing Strategy - Expert
Forex Trading - Expert
Branch Handling - Expert
Gems stone knowledge -
Beginner

Languages

Nepali - Native Speaker
Hindi - Native Speaker
English - Fluent
Bengali - Very Good
Urdu - Very Good

- Successfully cross-sold allied products and efficiently managed foreign currency transactions, maximizing revenue opportunities and enhancing customer satisfaction.
- Demonstrated a proven track record in driving WPS sales, targeting corporate customers, and fostering strong client relationships for substantial revenue growth.
- Maintained a reputation for delivering excellent customer satisfaction through consistent professional and courteous service.
- Ensured smooth transactions by verifying underlying transactions and promptly clearing the branch queue, minimizing customer delays and enhancing operational efficiency.

Customer Service, Joyallukas Exchange , Abu Dhabi

January 2016 - September 2018

- Overseeing forex trading bookings and making sure that trades are allocated correctly.
- Establishing Non-Resident Indian (NRI) accounts for clients who are Indian.
- Validating suspicious transaction reports (STRs) and releasing them after implementing KYC regulations.
- Handling every branch-level WPS (Wage Protection System) transaction.

Quality Analyst & Practitioner , Tata Consultancy Service & IBM off-shore for CIBC, India

June 2012 - November 2015

- While employed, examine mortgage application paperwork to ensure compliance and correctness.
- Maintained accurate financial records by adding up outstanding credit and debit transactions; expedited document delivery to lawyers for smooth processing.
- Securing the clearance of certified checks to enable money transfers to US or Canadian accounts.
- Quickly addressed shortages and overages by keeping an eye on teller actions using a thorough cash difference tracker.

Customer Service Associate, Xplore Tech, India

February 2011 - April 2012

- Conducted surveys to provide prominent UK organizations with leads, so aiding in the development of their business.
- Successfully helped clients claim mortgage payment protection insurance.
- Supported advertising in the Yellow Pages, increasing exposure and attracting clients.
- Strong multitasking abilities were demonstrated by the efficient management of large amounts of consumer inquiries.

Sales Executive , Timex Watches , India

September 2008 - September 2009

- In order to ensure effective inventory management, I oversaw daily sales operations and painstakingly kept precise stock reports at the end of each day.
- Led extensive internal and external product training sessions, providing sales teams with in-depth expertise and enabling successful sales presentations catered to particular client requirements.
- Examined competition and industry trends, using findings to improve sales tactics, spot openings, and keep ahead of changing market conditions.

Courses

Financial Crime In UAE, Thomson Reuters (1 st)

February 2020 - February 2020

Fraud Prevention , Thomson Reuters (1st)

September 2020 - September 2020