

# MOHAMMAD RIZWAN

## BRANCH IN-CHARGE

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contact No: **0581512779**

Location: **Al Karama, Dubai**

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## SUMMARY

Results-Oriented Professional with **7+ Years in Gulf countries** and 4+ in Indian Experience and results-driven Branch In-Charge and sales executive with a proven track record in driving sales growth and improving customer satisfaction. Skilled in team management, customer service, retail sales and financial analysis. Managed a team of 10 staff members and oversaw daily operations of the branch resulting in a 20% increase in revenue.

## EMPLOYMENT HISTORY

### BRANCH IN-CHARGE

#### AL MUZAINI EXCHANGE COMPANY

**Jan 2019 – Nov 2023, Salmiya, Kuwait**

- Remittance all over the world through Swift, Telex and Western Union.
- Directly Supervises the Head Teller and Teller in the Branch. Assist with the customer service to ensure overall customer satisfaction.
- Record all transaction promptly accurately and compliance with company procedure.
- Work to grow business and customer acquisition. Train employees and evaluate their performance
- Carries money to the vault and audits the vault regularly with the help of a Head Teller and Second employee.
- Create plans and forecasts that are built to fit future needs.

### SR. SALES REPRESENTATIVE

#### KANZ JEWELS LLC DUBAI

**Jun 2016 – July 2018, Gold Souk, Dubai, UAE**

- Responsible for proper & attractive display of jewelry.
- Giving knowledge & correct guidance to customers while they are making their purchase.
- Responsible for all point of sales activities in the showroom which includes Sales Transaction, Tracking Customer Orders, Payments.
- Manage inventory, stock levels, download the stock report and ensure proper display of jewelry.

### Cashier

#### Big Bazaar - Future Retail

**May 2015 – May 2016, Kolkata, India**

- Cash handling, Coupon management, Process refund & return.
- Always keep a smile on your face, never argue with customers
- Generate bills & payment receipts, ensuring due compliance, and hand them over to the customer.
- Count money back to the customer accurately and concisely,
- Provide a helping hand to store staff in sales during rush/peak hours,
- Collect payments whether in cash or credit,
- In last, Maintain clean and tidy checkout areas,
- Promote UPI payment in-store

## EDUCATION

**Bachelor in Business administration**  
(SPU UNIVERSITY)

**Note: Degree (Certificate)**

**Attestation by the UAE Embassy**

*June 2020- July 2023*

Reg.No.5031101042200008

**Diploma Engineering in Electronics & Telecommunication**

Santiniketan Institute of Polytechnic

*Apr 2010 – May 2013*

Reg.No. D111245804

**Higher secondary (science)**

West Bengal Council of HSC

*Mar 2006 – Mar 2008*

Reg.No.17165-0019

## SKILLS

- Management
- Finance
- Compliance
- Bank products
- Sales
- Risk assessment
- Customer relationship management
- Leadership
- Problem solving
- Customer service Excellence
- Employee development

## LANGUAGES

- English – Superior
- Arabic - Advanced Mid
- Bengali – Distinguished
- Hindi - Distinguished

EMPLOYMENT HISTORY

Retail Sales Executive

Reliance Digital Retail Ltd.

May 2013 – Apr 2015, Serampore Branch, India

- Drives sales through the engagement of customers, suggestive selling, Responds to customers' questions. Directs customers by escorting them to racks and counters.
- Improving engagement with merchandise and providing outstanding customer service.
- Handling walk-in customers, understanding their needs, selling products, up-selling and cross-selling products and services.
- Sets annual sales goals for the company and works towards achieving them with the assistance of the Sales Manager & Sales Associates.

Online sales, Call Analysts, Customer Support, cold calling  
TENET SYSTEM PVT. LTD.

Mar 2010 – Apr 2013, Serampore, India

- online sales activities to achieve company sales objectives.
- Update customer database with contact details and interest information from prospective customers.
- Maintain profitable and productive relationships with customers.
- Communicate with customers through phone, e-mails, chats and personal visits.
- handling many inbound and outbound calls to and from customers, listening to customers' needs or issues and providing helpful solutions to their problems.
- Answer incoming customer phone calls and take appropriate action for each call.

COURSES

Business Analytics with Excel

SkillUP by Simple Learn, Certificate Code: 4495576

Jul 2023- Sep 2023

Power BI for Beginners

SkillUP by Simple Learn, Certificate Code: 445475

Jul 2023 – Aug 2023

Communication Skills

Tata Consultancy Service iON, Certificate Code: 91306-251171941

Oct 2023 – Oct 2023

PASSPORT AND VISA DETAILS

PASSPORT NO: X4825762

DATE OF BIRTH: 07/06/1989

PASSPORT ISSUE DATE: 01/04/2024

EXPIRY DATE: 31/03/2034

ISSUE PLACE: DUBAI

Available Immediately (Visit Visa Valid till 30th Jun, 2024)

DISCLAIMERS

"I hereby declare that the above-mentioned information is accurate to the best of my knowledge and belief. I solemnly declare that the information furnished above is free from errors to the best of my knowledge and belief."

COMPUTER EDUCATION

**Basic:** Typing, Word Processing, Spreadsheet, Presenting Tools, Web Brower's, Communication Tools, Scheduling Tools.

**Hardware Skills:** Internet Connection, Printer, Scanner.

**Web Tool Skills:** Blogging, social media  
**Software Skills:** Data Analysis. Outlook.

AWARDS

Service Excellence Award

Al Muzaini Exchange Company 05/10/2020  
Achieving Customer Service of the month for giving Outstanding Performance in Khaitan Branch.

CERTIFICATION

Anti-Money laundering (AML) and Combating Terrorist Financing (CTF)

Boubyan Consulting Company  
10-10-2019/2020/2022  
Laws, regulations, and procedures aimed at uncovering illicit funds disguised as legitimate income.

ADDITIONAL SKILLS

- Time management
- Collaboration
- Adaptability
- Problem-solving
- Self-Motivation
- Work Ethic





التاريخ : 2023/11/19.

الرقم الوظيفي: 2513

شهادة خبرة

EXPERIENCE CERTIFICATE

This to certify that Mr. MOHAMMAD RIZWAN MD YUSUF (India Nationality) was work for Al Muzaini Exchange Company for the for the period from:

تشهد شركة المزيني للصيرفة بأن السيد / محمد رضوان امدي يوسف (هندي الجنسية) قد عمل لدي شركة المزيني للصيرفة خلال الفترة من تاريخ:

2019/01/29 إلى 2023/11/13.

29/01/2019 To 13/11/2023.

وكان آخر وظيفة شغلها "مسؤول فرع".

Last title was "Branch In-Charge."

This certificate has been issued upon Him request without any Responsibility on the part of the Company, towards any other party.

وقد أعطيت له هذه الشهادة بناءً على طلبه دون أدنى مسؤولية قبل الشركة تجاه الآخرين.

إدارة الموارد البشرية

HUMAN RESOURCE DEPARTMENT



شهادة راتب  
Salary Certificate

Date : 29/11/2022

التاريخ : 2022/11/29

Almuzaini Co Certifies That :

تشهد شركة المزيني للصيرفة أن :

Mr. : MOHAMMAD RIZWAN MD YUSUF

السيد : محمد رضوان امدى يوسف

Working for us as per the following

يعمل لدينا حسب البيانات التالية

Civil ID : 289060707761

البطاقة المدنية : 289060707761

Nationality : India

الجنسية : الهند

Job Title : BRANCH IN-CHARGE

الوظيفة : مسئول الفرع

Basic Salary : 260.000

راتب أساسي : 260.000

Joinig Date : 29/01/2019

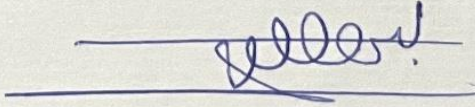
تاريخ التعيين : 2019/01/29

Is still on duty to date, and given this letter upon his request without any liability towards the company.

علما بأن الموظف لا يزال مستمرا في عمله حتى تاريخه، وقد أعطيت له هذه الشهادة بناءا على طلبه دون أدنى مسؤولية على الشركة تجاه الغير .

This letter is valid for Three Months.

هذه الشهادة صالحة لمدة ثلاثة شهور من تاريخه.

  
Almuzaini Co

شركة المزيني للصيرفة ش.م.ك.





**SIKKIM PROFESSIONAL  
UNIVERSITY**

**GANGTOK, SIKKIM**

(Erstwhile Vinayaka Missions Sikkim University)

## **BACHELOR OF BUSINESS ADMINISTRATION**

*This is to certify that*

*MrD Rijwan*

*of College of Business & Management*

*has successfully completed the requirements prescribed under the*

*Regulations for*

*the award of the degree of*

*Bachelor of Business Administration in International Business*

*held in the month of July 2023*

*was on this day admitted to the degree with*

*First Class.*

*in the 7<sup>th</sup> Convocation held on 23 December, 2023.*



Gangtok, Sikkim, Dated the 04/12/2023



**Vice-Chancellor,  
Sikkim Professional University**



