

# MOHAMMAD RIZWAN

## BRANCH IN-CHARGE

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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