

# MOHAMMAD KABIRUDDIN KHALIQUE

Experienced professional with a robust background in customer service, team management, and branch operations. Excels in managing daily operations, supervising staff, and driving business objectives. Achievements include multiple awards for exceptional customer service and rapid promotion within the organization currently looking for opportunities as Customer Experience Manager/ Sales Manager/ Relationship Manager/ Operations Manager /Team Leader in Banking and Financial Services/Retail/ Hospitality and Tourism/Healthcare/Customer Service and Outsourcing Industries.



DUBAI, UAE

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## EXPERTISE IN

Sales & Marketing

Customer Service

Branch Management

Team Management

Cross Selling

Compliance

Complaint Handling

Customer Relationship

Documentation

Business Development

Customer Acquisition

Retail, Corporate and WPS

Client Relationship Management

Product Knowledge

Time Management

Negotiation

Brand Promotion

## PERSONAL INFO

Nationality :India

Languages :English|Hindi|Bengali|Urdu  
Assamese|

DOB :12<sup>th</sup> May 1985

Gender :Male

Marital Status :Single

Visa Status :Visit Visa

Visa Expiry :29.06.2024

## EDUCATION

2014|**BACHELOR OF ARTS**  
(Economics)

Sikkim Manipal University|India.

2007|**DIPLOMA IN MEDICAL**

**PHYSIOTHERAPY TECHNOLOGY**

Sikkim Manipal University Of Allied Health,  
Medical and Technological Sciences|India.

## SKILLS

MS Office

## REFERENCES

Available on request

## EXPERIENCE

### EMIRATES INDIA INTERNATIONAL EXCHANGE|DUBAI|UAE ASSISTANT BRANCH INCHARGE

February 2018– April 2024

- Manage daily operations of the branch.
- Supervise and motivate staff, equip the team with in-depth product knowledge, develop and execute sales strategies and business objectives.
- Train and oversee branch staff to ensure compliance with rules and procedures.
- Implement business development strategies to meet branch targets.
- Verify daily cash deposits and end-of-day currency reports.
- Coordinate with the Area Manager and treasury team.
- Provide high-quality and excellent customer service, and resolve customer complaints promptly and efficiently within the TAT.
- Encourage staff to cross-sell to new and existing customers.
- Assess staff performance and acknowledge accomplishments consistently.

### FIRSTSOURCE SOLUTIONS LTD|MUMBAI|INDIA SENIOR CUSTOMER SERVICE ASSOCIATE

2015-2017

- Handle complex customer inquiries and complaints, ensuring timely and satisfactory solutions.
- Guide and support junior representatives to improve standards.
- Monitor customer service metrics, generate reports, and implement improvement strategies.

### SERCO BPO PVT LTD|MUMBAI|INDIA SENIOR CUSTOMER SERVICE ASSOCIATE

2014-2015

- Respond to customer inquiries via phone, email, or chat, providing accurate information and resolving issues efficiently.
- Address and resolve customer complaints in a timely and professional manner, ensuring customer satisfaction and retention.
- Record details of customer interactions, transactions, comments, and complaints in the CRM system, ensuring data accuracy and consistency for future reference.

### FIRST SOURCE SOLUTIONS LTD|MUMBAI|INDIA SENIOR CUSTOMER SERVICE EXECUTIVE

2011-2013

- Build and maintain strong relationships with clients, ensuring their needs are met and their concerns are addressed promptly.
- Assisting the sales team by providing product information, preparing sales reports, and facilitating communication between clients and the sales team.
- Overseeing client accounts, ensuring timely follow-ups, renewals, and satisfaction.

### HAJI ABDUL MAJID MEMORIAL HOSPITAL|ASSAM|INDIA ASSISTANT PHYSIOTHERAPIST

2008-2010

- Support physiotherapists in implementing treatment plans
- Equipment Management by preparing and maintaining physiotherapy equipment, ensuring it is clean, functional, and ready for patient use.
- Recording patient progress and treatment details, maintaining accurate and up-to-date patient records for review by the supervising physiotherapist.

## ACHIEVEMENTS

- ❖ Recognized As Star Performer Of The Month Multiple Times For Exceptional Customer Service Skills.
- ❖ Joined As A Customer Service Officer (CSO) And Promoted To Foreign Exchange Head Cashier And Teller Due To Outstanding Performance. Further Promoted To Assistant Branch In-Charge, Demonstrating Consistent Excellence And Leadership Within The Organization.