

MOIDEEN SADIQ

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Dubai



FRONT LINE ASSOCIATE

SUMMARY

Driven customer service professional with extensive experience in customer handling and money management. Proven track record of delivering exceptional customer service, managing financial transactions, and maintaining accurate financial records.

Skilled in conflict resolution, communication, and financial analysis, with a focus on continuous improvement and growth. An accelerated, iterative pace in a dynamic environment working on various tasks simultaneously, while adhering to strict deadlines & maintaining a high level of customer service.

SKILLS

Communication skill Interpersonal skill

Microsoft Office

Emotional Intelligence

People skills

Cash handling

Customer service

LANGUAGES

English Proficient ●●●●●●

Hindi Intermediate ●●●●●●

Malayalam Native ●●●●●●

EXPERIENCE

Customer relationship officer

FINMART FINANCIAL SERVICES LTD

02/2024 - 08/2024 Abudhabi, United Arab Emirates

- Develop and execute comprehensive marketing strategies and campaigns that align with the company's goals and objectives
- Customer acquisition
- Build and maintain relationships with customers through regular communication
- Keep updated on industry trends, market developments, and competitor activities to identify opportunities and challenges

Front office administrator

RANDSTAD INDIA PVT LTD

03/2021 - 09/2023 Ernakulam, Kerala

- Responded to customer inquiries, resolved issues, and provided excellent customer service.
- Communicated effectively with clients, vendors, and internal stakeholders.
- Managed and distributed mail, packages, and courier services.
- Coordinated with other departments to ensure seamless communication and resolution of issues
- Managed front desk operations, including answering phone calls, responding to emails, and greeting visitors.
- Maintained accurate records, files, and databases, both physical and digital.

Cashier

GLOBAL BUSINESS GROUP

12/2018 - 02/2021 Malappuram, Kerala

- Operated a point-of-sale (POS) system to process transactions accurately and efficiently.
- Handled cash, credit card transactions, and mobile payments in a fast-paced retail environment.
- Managed cash register, including counting change, handling refunds, and balancing the till.
- Provided excellent customer service, responding to customer inquiries and resolving issues.
- Processed transactions for merchandise, services, and promotions.
- Maintained a clean and organized workspace, including the cash wrap area.

Customer Relationship officer

AXIS SECURITIES

07/2016 - 10/2018 Ernakulam, Kerala

- To support the branches in increasing business in the sectors and segments allocated.
- To ensure continuous improvement in customer service and implementing effective retention of customers within the corporate banking framework
- Understand and Resolve and where necessary, escalate client queries in a timely and appropriate manner
- Analyze financial requirements of customer and match with the Bank's product offerings
- To work closely with risk and compliance units to ensure effective controls to mitigate against business risks associated with corporate banking.

EDUCATION

Bachelor of computer application

Annamalai University

01/2013 - 01/2016 Tamil nadu

• Annamalai University

Higher secondary

Kerala university board

01/2011 - 01/2013 Malappuram, Kerala