

# SAJITH SASIDHARAN

Experienced professional with a diverse background in customer service, sales, marketing, accounts, purchasing, logistics, and administration. Proven ability to manage procurement processes, vendor relationships, financial accounts, and compliance with regulatory standards. Skilled in delivering exceptional customer service, driving sales growth, and optimizing operational efficiency. Strong organizational, communication, and problem-solving abilities, with a focus on streamlining processes and supporting business objectives. Seeking to leverage my broad skill set in a dynamic role to contribute to business success across various departments.

## PERSONAL DETAILS

Mobile No +971 543727321  
Email Id sajithsasidharan05@gmail.com

Address Dubai UAE  
Nationality Indian  
D.O.B 24-05-1992  
Gender Male  
Marital Status Married  
Driving License UAE

## ACADEMIC CREDENTIALS

**2019** **M.COM FINANCE**  
Bharathiar University, India

**2016** **MBA MARKETING & HR**  
Calicut UNIVERSITY, India

**2014** **B.COM WITH COMPUTER APPLICATION**  
Calicut University, India

**2011** **PLUS TWO**  
Board of Higher Secondary Examination, Kerala

**2009** **SSLC**  
Board of Public Examination, Kerala

## COMPUTER SKILLS

- MS Word
- MS Excel
- MS PowerPoint

## LANGUAGES

- English
- Hindi
- Malayalam
- Tamil

## KEY SKILLS

- Customer inquiries
- Marketing strategies
- Logistic & supply chain management
- Customer support
- Sales targets
- Financial reporting
- Product knowledge
- Data entry
- Inventory management
- Purchase management
- Sales presentations
- Complaint & risk management
- Sales management
- Administrative support

## EXPERIENCES

### ❖ CUSTOMER SERVICE EXECUTIVE | 2023 – 2024 DENIBA EXCHANGE RAS-AL-KHAIMAH, UAE

#### KEY RESPONSIBILITIES

- Provided exceptional customer service by assisting clients with inquiries related to exchange rates, transaction statuses, and available financial services.
- Processed financial transactions such as foreign currency exchanges, remittances, and bill payments, ensuring accuracy and adherence to company policies.
- Conducted Customer Due Diligence (CDD) and Enhanced Due Diligence (EDD) checks for high-value transactions to mitigate risks and ensure regulatory compliance.
- Verified customer identities and transaction documents in accordance with Know Your Customer (KYC) and Customer Identification Program (CIP) policies. Balanced cash drawers at the end of each shift, prepared daily reconciliation reports, and ensured cash handling accuracy.
- Collaborated with senior compliance officers to investigate and report any irregularities or suspicious activities.
- Supported the implementation and adherence to internal compliance procedures, ensuring that all transactions met local and international regulatory standards.
- Maintained up-to-date knowledge of AML, KYC, and CFT regulations to ensure compliance with evolving laws and guidelines.
- Participated in internal audits and compliance assessments to identify potential risks and improve operational efficiency.
- Educated customers about available exchange services and promoted additional financial products, contributing to the business's growth.

### ❖ MARKETING & SALES EXECUTIVE | 2017 – 2023 UNITED INDIA INSURANCE COMPANY KUNNAMKULAM, INDIA

- Conduct market research to identify potential customers, understand market trends, and gather competitive intelligence.
- Develop and implement effective sales strategies to achieve sales targets and expand the customer base.

## ACHIEVEMENTS

- Completed 'Diploma in Indian & Foreign Accounting (DIFA)' Course.
- Completed a training program in 'Digital Marketing'.
- Coordinated and successfully conducted the Management meet "Mesmerize Gala 2015" with participations from more than 50 colleges across south India
- Completed a training program in 'Know Your Customer';

## PASSPORT DETAILS

Passport No Y3172736  
Date of Issue 04/06/2024  
Date of Expiry 03/06/2034  
Place of Issue Cochin

## HOBBIES

- Music
- Travelling
- Movies

- Retain continuous awareness of transactions, sales and terms and keep relative records
- Promote insurance products through various channels, including direct marketing, online campaigns, and events.
- Prepare and deliver persuasive sales presentations and proposals to potential clients.
- Maintaining up-to-date knowledge on insurance industry trends, insurance providers, and the insurance market.
- Stay updated on industry developments, insurance regulations, and sales techniques through training programs and self-study.
- Explore opportunities for market expansion and business growth by identifying new potential clients and market segments.
- Ensure accurate and timely documentation of sales activities, including sales reports, client contracts, and other administrative paperwork.

## ❖ PURCHASE AND ADMIN ASSISTANT CUM ACCOUNTANT | 2016 - 2017 ROYSONS KOPAB NOTEBOOKS KUNNAMKULAM, INDIA

- Sourced raw materials such as paper, ink, and binding materials for notebook production
- Managed supplier relationships, negotiated pricing, and ensured timely material deliveries.
- Monitored inventory levels and coordinated orders to maintain sufficient stock for production
- Liaised with vendors for order confirmations, tracking deliveries, and resolving discrepancies.
- Handled general administrative tasks, scheduling meetings, and organizing company documentation.
- Managed accounts payable/receivable, reconciled bank statements, and maintained accurate financial records.
- Prepared financial reports, including profit and loss statements, balance sheets, and cash flow statements.
- Ensured compliance with local tax laws, maintained records for audits, and assisted in budget planning.
- Assist in budget preparation and forecasting to support financial planning and decision-making.
- Coordinate with sales team members, suppliers, and other departments to streamline operations and achieve company goals.

## DECLARATION

I hereby declare that all the details mentioned above are in accordance with the truth and fact as per my knowledge and I hold the responsibility for the correctness of the above-mentioned particulars.

**SAJITH SASIDHARAN**