



ZIYAUDDEEN SHARFUDEEN

BRANCH MANAGER



Dubai, UAE



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ziyaudddeenjmc@gmail.com

ABOUT ME

Motivated team player experienced in providing exceptional customer service. Proven ability to remain calm and professional in high-stress situations while being able to quickly and effectively resolve customer complaints. Possesses exceptional communication, organizational and multitasking skills. Committed to providing the highest quality service and creating a positive customer experience.

SKILLS

INFORMATION PROTECTION

FOREIGN CURRENCY TRANSACTIONS

PROBLEM-SOLVING

RECORDKEEPING

TEAMWORK AND COLLABORATION

TALLY ERP

LANGUAGES

ENGLISH

HINDI

TAMIL

MALAYALAM

URDU

PERSONAL DETAILS

Date of birth - 05 Jul 1988

Nationality - Indian

Visa status - Employment

Marital status - Married

WORK EXPERIENCE

AL FARDAN EXCHANGE LLC

Dubai
Feb 2015 - Dec 2024

Branch Manager

- Conducting periodic market intelligence and escalate market feedback to the senior management.
- Timely monitoring marketing activities to corporate targets and corporate segments.
- Handling WPS registration procedures and assisting clients on processing their salary using WPS system.
- Counting, tallying and transferring large amount in different Currencies.
- Ensuring the Branch compliance in each & every transaction.
- Maintaining good relationship with customers.
- Self-evaluating day to day performance.
- Focusing of sub targets for the branch based on the targets obtained from the Divisional Manager.
- Educating the team about products and operating procedures.
- Strong understanding of the payments FCY/|LCY domains.

LEADER SPORT TRADING LLC

Dubai
Aug 2012 - Dec 2014

Accountant

- Receive cheque and cash for deposit, verify amounts and check accuracy of deposit slips.
- Handle foreign currency exchange and transactions.
- Ensure timely payment of salaries and statutory contributions.
- Maintaining accurate accounting records like accounts payable, accounts receivable and bank reconciliations.
- Conducted monthly bank reconciliations and prepared journal entries as needed.
- Reviewed invoices for accuracy prior to payment processing.
- Prepared monthly sales reports summarizing customer trends and performance metrics.
- Resolved discrepancies between vendors invoices and purchase orders.

EDUCATION

JAMALMOHAMED COLLEGE

Tamil Nadu
2008

Bachelor of Commerce

- Relevant Course work : Accounts General, Tally ERP9