



SYED SOHAIL

📅 11/03/1993 🇮🇳 Indian 📍 Dubai, United Arab Emirates ☎ +971-543127971 ✉ syed.sohaileiie@gmail.com
🌐 Employment Visa

Profile

Secure a responsible career opportunity to fully utilize my experience and skills, while making a significant contribution to the success of the company.

Work Experience

01/2018 – present
Dubai,
United Arab Emirates

Branch Manager Emirates International Exchange

Joined as Customer Service Officer - Jan 2018
Promoted to Head cashier - Jan 2019
Promoted to Supervisor - Feb 2020
Now Branch Manager - 11 Jan 2021 till

Job Responsibilities

- Direct all operational aspects including distribution operations, customer service, human resources, administration and sales.
- Assess local market conditions and identify current and prospective sales opportunities.
- Develop forecasts, financial objectives and business plans.
- Meet goals and metrics, Manage budget and allocate funds appropriately.
- Bring out the best of the branch's personnel by providing training, coaching, development and motivation.
- Locate areas of improvement and propose corrective actions that meet challenges and leverage growth opportunities.
- Share knowledge with other branches and headquarters on effective practices, competitive intelligence, business opportunities and needs.
- Address customer and employee satisfaction issues promptly.
- Adhere to high ethical standards, and comply with all regulations/applicable laws.
- Network to improve the presence and reputation of the branch and company.
- Stay abreast of competing markets and provide reports on market movement and penetration.

03/2015 – 12/2017
India

Customer Services Representative Atcis Technologies Pvt.Ltd

Job Responsibilities

- Dynamic customer service professional experienced in both call-center and retail store settings.
- Excel in listening to customer needs, articulating product benefits and creating solutions that provide value to the customer.
- Build and maintain enduring customer relationships to boost sales and generate repeat business.
- Respond to telephone inquiries, providing quality service to customers and associates inquiring about the availability of products or status of orders.



Work Experience

02/2014 – 02/2015
India

- Listen attentively to caller needs to ensure a positive customer experience.

Customer Service Representative Tata Business Service Support



Education

2016
India

MBA (Finance, HR) Osmania University

2014
India

B.com (Computer Application) Osmania University



Certificates

Anti-Money Laundering & counter Terrorism Financing Training Session on "AMLCFT & Due Diligence"



Passport Details

Passport No. : L1259667
Issue Date: 25-04-2013
Expiry Date: 24-04-2023



Languages & Computer

English



Hindi



Telugu



MS-Office/Word/Excel



Strengths

Working under pressure

Managing

Teamwork

Accuracy

Communication