



# MOHAMMAD RIZWAN

(BRANCH IN-CHARGE)

## Profile

Ambitious, results-focused and experienced Branch In charge with broad-based success in leading strategies that increase sales, revenue and profitability results. Analytical, decisive thinker with the ability to gain the trust and cooperation of staff, Grow revenue through strong client relations and operations management activities. Excels within highly competitive environments where leadership skills are the keys to success.

## CONTACT

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## LANGUAGE

- ◆ English (Fluent)
- ◆ Bengali (Fluent)
- ◆ Hindi (Fluent)
- ◆ Urdu (Fluent)
- ◆ Arabic (Intermediator)

## ADDITIONAL SKILLS

- ◆ Problem solving
- ◆ Multitasking
- ◆ Strong Leadership
- ◆ Self-motivated
- ◆ Interpersonal Skills

## WORK EXPERIENCE

### ❖ AL MUZAINI EXCHANGE COMPANY (Kuwait) 5yrs

#### BRANCH IN-CHARGE

Sep 2021 to  
Present

- ◆ Directly supervises the head teller and tellers in the branch.
- ◆ Assist with customer service to ensure overall customer satisfaction.
- ◆ Create plans and forecasts that are built to fit future needs.
- ◆ Work to grow business and customer acquisition.
- ◆ Train employees and evaluate their performances.
- ◆ Open and close Branches as required and ensuring task and check are completed

#### HEAD CASHIER

Mar 2020 to  
Aug 2021

- ◆ Maintains a cash float and follows balancing and reconciling procedures
- ◆ Prepare daily 'End of Day' sheet at the close of each business day
- ◆ Receiving a promise and checking any cash delivery from the central Treasury of head office.
- ◆ Receiving money from client and making the necessary receipt/collection or exchange voucher
- ◆ Proficient in exchanging 30 different currencies

#### Teller

Jan 2019 to  
Feb 2020

- ◆ Executed customer transaction regarding cash, k-net and money (currency) exchange
- ◆ Maintained the balancing record with 100% rate of accuracy
- ◆ Recorded amounts received and prepared reports of transactions.
- ◆ Performed all duties as assigned by supervisor

### ❖ KANZ JEWELS DUBAI (UAE)

2yrs

#### SALES REPRESENTATIVE

May 2017 -  
Jul 2018

- ◆ Responsible for proper & attractive display of jewelry
- ◆ Giving knowledge & correct guidance to customers while they are making their purchase.
- ◆ Responsible for all point of sales activities in the showroom which includes; Sales Transaction, Tracking Customer Orders, Payments,
- ◆ Offering outstanding customer service

#### STORE IN CHARGE

Jun 2016 -  
Apr 2017

- ◆ Coordinate daily customer service operations (e.g. sales processes, orders and payments)
- ◆ Track the progress of weekly, monthly, quarterly and annual objectives.
- ◆ Monitor and maintain store inventory
- ◆ Maintains proper performance documentation including detailed performance reviews, action plans, and corrective action
- ◆ Analyzed jewelry sales trends and developed plans to maximize profits and minimize costs.
- ◆ Provided ongoing sales and product training for the staff to achieve sales goals.

### ❖ Tenet Systems PVT.LTD (India)

3yrs

#### Customer Support (Voice Process)

- ◆ Call monitoring and providing actionable insight
- ◆ Through call monitoring, a analyst gather information to help improve agent performance in our call center
- ◆ Generate sales leads & Build relationship of trust through cold calling and interactive communication.
- ◆ Selling insurance and solution related to customer issues.
- ◆ Online tech support.

## EDUCATION

### ACADAMIC QUALIFICATION

≡ BACHELOR OF BUSINESS ADMINISTRATION (BBA)

≡ DIPLOMA IN ELECTRONICS & TELECOMMUNICATION  
(ENGINEERING)

### COMPUTER EDUCATION

≡ MS office (Excel, word, power Point)

≡ Well verse with internet Outlook email etc.

