

AHSAN FIROZ KHAN



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Dubai UAE

Visa Status

- Visit Visa
- Valid till 08 Sep 2023

Education

2008-2010

**Master of Business
Administration (Finance)**

Integral University Lucknow UP
India

2004-2007

Bachelor of Science

VBS Purvanchal University
Jaunpur UP India

Certifications & Licence

- Tally ERP 9 in 2010
- UAE Driving Licence

SUMMARY

- Management professional with career background in remittances, financial services, sales, marketing and customer relationship.
- Possess knowledge of money exchange industry in remittances, compliance and commercial payments and portfolio management.
- As an academic coordinator, learnt listening and speaking skills, developed leadership quality and need analysis.
- Possess exceptional problem solving, analytical, organizational, presentation, negotiation and client convincing skills with strong managerial traits and professional business style.

PROFESSIONAL WORK EXPERIENCE

From Nov 2020 to May 2023

Little Flower Children School UP India

Academic Coordinator

- Assist in screening and selecting faculty applications.
- Provide support and guidance to academic trainees.
- Develop and manage comprehensive academic support program.
- Prepare and maintain student records according to board policies and administrative regulations.
- Work with parents, teachers and counsellors to address students' behavioural, academic, and other problems.
- Organise students' activities, personality development programs, motivational speeches and career counselling.
- Training the students to develop and sharpen their artistic skill.

From Dec 2015 to Jan 2020

Majid Al Futtaim Dubai UAE

Portfolio Management Executive

at **Majid Al Futtaim – Finance**

from Jan 2018 to Jan 2020

- Managing new & existing clients by offering new credit cards and other facilities, such as balance transfers, loan on phone and easy payment plans at competitive market rates.
- Handling credit card upgrades and activation of inactive customers within our database.
- Handling complaints and ensuring satisfaction of Najm clients, to make sure brand loyalty to the highest measure is achieved.
- Coordinating with multiple departments to process client's requests.
- Maintaining quality standards and sales target to ensure set targets are met on a monthly basis.

Branch Supervisor

at **Majid Al Futtaim – Exchange**

from Dec 2015 to Dec 2017

Skills

- Customer Service
- Business Development
- Telesales
- CRM
- Salesforce
- Communication
- Effective Management Techniques
- Team Player
- Time Management
- Multi-Tasking
- Creative

Achievements

- Self-taught artist
- Participated in many International Art Exhibitions
- Art works published in the magazine Merged Array in 2021
- First prize in Blind Painting competition in 2009

Languages

- English
- Hindi
- Urdu

- Handling day to day operations.
- Preparing daily sales report and sharing with management.
- Processing remittances, Western Union and FCY.
- Checking the KYC and transactions from a compliance point of view.
- Checking the cash and monitoring daily global stock.
- FCY dealing with other exchange houses and bank deposits.
- Promotion of WU Digital and convincing the walk-in customer to use WU online service.
- WU digital registration and processing WU digital transactions.
- Handling customers' queries and maintaining a high level of customer satisfaction.

From Feb 2013 to Oct 2015

Universal Exchange Centre Dubai UAE

Senior Officer

- Processing of commercial payments. SWIFT payments.
- Processing remittances, Western Union and FCY.
- Checking the payments from a compliance point of view.
- Correspondence with banks as well as customers regarding the payments.
- Managing the cover funds for all commercial payments, remittances and WPS.
- Daily and monthly Central Bank reporting for overall company's business.
- Coordinate with team to enhance day to day business and customer satisfaction.

From Feb 2012 to Aug 2012

K N Motors Pvt Ltd Lucknow India

Sales Consultant

- Search for potential customers through Walk In, Phone in and Cold Call.
- Customers need assessment and consult them to purchase the right product.
- Making activities, outside events and corporate visits for product promotion.

From Feb 2011 to Jan 2012

Karvy Computershare Pvt Ltd Gwalior India

Investment Relationship Officer

- Processing of Mutual Fund's applications.
- Met out the investor's queries at our end as well as HO end.
- Make KYC's.
- Collect the Feedback from AMC's and sent to HO on monthly basis.