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1 MD, GAYATHI, ABU DHABI,
UAE 498



14-03-1983



Indian



United Arab Emirates

EDUCATION

Master of Business
Administration
**National Institute of Business
Management**, Kerala, India

LANGUAGES

English B2

Upper intermediate

Hindi B2

Upper intermediate

Urdu B2

Upper intermediate

Punjabi A2

SYED RUHULLAH MOOSVI

PROFESSIONAL SUMMARY

Proven track record of maintaining efficient office operations. Expertise in scheduling and coordinating meetings, managing travel and expense reports, and transcribing minutes.

SKILLS

- Financial administration
- Business administration
- Employee management
- Customer service
- Business development
- Financial management
- Customer relations
- Operational leadership
- Operations management
- Business analysis
- Flexible
- Cash-handling expertise
- Team player
- Strong team-builder
- Competitor analysis

WORK HISTORY

December 2018 - Current

Al Fardan Exchange LLC - Branch Supervisor, Abu Dhabi, United Arab Emirates

- Improved long-term prospecting, strategy development and customer engagement by implementing successful growth strategies.
- Worked with sales representatives to develop strong customer connections, promoting long-lasting relationships.
- Boosted customer satisfaction scores through fast and knowledgeable issue resolution.
- Increased new business connections and revenue generation opportunities by improving networking strategies.
- Boosted outreach and drove market interest by creating innovative marketing plans and strategies.
- Reduced financial discrepancies by improving documentation and reporting accuracy for budget and operational controls.
- Reviewed sales and expense records to make proactive adjustments to policies and procedures.
- Boosted branch sales by developing and deepening customer loyalty through incentive programmes.
- Maintained detailed records of branch office activities.

- Performed monthly and quarterly employee performance appraisals.
- Created reports on deteriorating trends and fiscal year end losses.

May 2009 - December 2018

Al Fardan Exchange LLC - Team Leader, Abu Dhabi , United Arab Emirates

- Led performance reviews and tailored employee feedback to facilitate professional development.
- Professionally handled difficult customer complaints and objections to maintain first-class customer service standards.
- Resolved employee relations issues and navigated disciplinary proceedings.
- Provided leadership and direction for employees, supervising activities to drive productivity and efficiency.
- Promoted professionalism and effective communication among staff to develop productive relationships.
- Maintained up-to-date data, records and receipts for audits and reconciliation.
- Set and monitored weekly targets for operational team to increase product sales and revenue.
- Led shifts and motivated team to drive sales.
- Assessed feedback to maximise customer satisfaction and loyalty.
- Implemented and documented standard operating procedures to comply with audit and safety requirements.

November 2008 - March 2009

Damas LLC - Cashier, Dubai , United Arab Emirates

- Displayed and restocked merchandise by following brand guidelines.
- Educated customers on promotions, offers and special events to enhance product sales.
- Delivered outstanding customer care with proactive sales and listening skills.
- Handled cash and card payments with precision, maintaining customer confidentiality and discretion throughout.
- Reduced customer wait times through optimised checkout processes.
- Processed sales, exchange and refund transactions efficiently to reduce customer waiting times.
- Answered questions about store policies and concerns politely and professionally, supporting positive customer experiences.
- Completed opening and closing procedures each day.
- Greeted customers entering store and responded promptly to customer needs.
- Helped meet business needs by working extra shifts.
- Set up new promotions and monitored price changes.
- Upsold products and services when processing transactions.
- Redeemed stamps and vouchers against transactions.
- Used POS register system to total values and complete cheque, card, or mobile payments.
- Counted change correctly and issued customer receipts.
- Increased customer retention by offering loyalty schemes at checkout.