

**ABDUL SAMAD**

Mobile Number: +971562960339

E-mail: samcoorg89@gmail.com

Education:

Bachelor's Degree / Bachelor of arts

St. Joseph's Autonomous
College Bangalore (From 2006
To 2010)

Personal Information:

Date of Birth: 15/03/1989

Visa Status : Employment

Languages : English,
Malayalam, Kannada, Hindi &
Tamil.

Marital status: Married

Current Address:

Al falah street, Abu Dhabi
UAE.

Permanent Address :

Kurikade house,
Nariyandada village,
Kodagu District, Karnataka
state, India-571212

Career Objective

"To obtain a position in a respectful and supportive environment where I can apply my capabilities and abilities to enhance my knowledge which will enable me to use my strong organizational skills and good customer service to maintain a harmonious working environment with peers towards the growth of the company and individual development."

❖ Personal Skills and Qualities:

- Experienced in customer service, banking, exchange operations & General insurance
- Effective verbal and written communication skills.
- Flexible with good time management, cooperative and enthusiastic.

Accurate, fast and reliable with good customer service.

❖ Work experience

Sharaf Exchange LLC (Sharaf Group) UAE

Designation: Customer Service Executive &

Branch Supervisor (From Oct 2018 to till date)

- Maintaining strong relation with customers
- Providing slandered customer service to retain existing and new customers.
- Transferring funds to customers account within UAE and other countries.
- Exchanging foreign currencies
- Processing online payment, receipt and payment vouchers, petty cash handling, passing entries with proper documents and reporting to concerns departments.
- Cross selling of various products like Usrati loyalty card Payki
- Salary processing in WPS portal.
- Monitoring and analyzing operational data and produce financial reports and variance analyses.
- Training new staff and juniors to achieve their target and motivating them to show high performance.

- Preparing monthly staff roster for branch operation and marketing activities
- Establishing and enforcing proper operation policies and principles of Company.
- Doing All WPS and remittance Transactions including corporate TT
- New corporate company onboarding for WPS, forex and remittance transactions.
- Handling branch complete operation and setting target to staffs and motivating them to achieve their targets

❖ **Achievements:**

- Being Promoted to Supervisor ID in six month after joining.
- Got rewards and appreciation certificate for cross selling products.
- Got Incentive for achieving branch targets.

Bajaj Allianz general Insurance Co LTD - Bangalore India

Designation: Territory Manager, Virtual satellite office Virajpet (From Feb 2016 to June 2017)

- Recruiting new General insurance agents and giving them best service to achieve business targets
- Training and giving all information about new and existing products.
- Regularly visiting the agent offices and motivating them to achieve their business targets.
- Maintaining close relationship with agents and customers
- Giving daily updates about business
- Tracking the commission of agents and dealers.

Bharti Axa General Insurance Co LTD - Bangalore India

Designation: Senior sales officer – (from July-2014 to Dec 2015)

- Providing sales related service to Motor dealers and agents for General insurance.

- Solving insurance related queries of customers , agents & dealers
- Regularly visiting the motor dealer and agents and solving the issues and attending customer's queries.
- Maintaining good relationship with motor dealer like Shahwar Nissan, KHT motors, Lakshmi Hyundai , Sireesh auto, KHT motor , Advait Hyundai

**Bajaj Allianz general insurance Staffing
Solution- Bangalore India**

Designation: Retention Relationship

Executive (From March 2011 To Aug 2013)

- Coordinating with customer & the Dealers for insurance renewal through phone call and
Attending direct walk in customers
- Solving customer premium queries through mail and phone call.

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