



To secure a position that offers challenge and fully utilizes my diverse working knowledge, Skills and experience, while simultaneously providing further professional growth and development.

Contact information

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Personal Information

Full Name : Mohammed Jesmin Junaid  
Nationality : Sri Lankan  
Marital Status : Single  
Gender : Male  
Date of birth : 02/April/1992  
Passport number : N9595347

Skill Profile

**Problem solver** – As a problem solver I would not bother my superiors when there is a challenge presented. I work within my authority power, responsibilities and accountabilities to solve any challenge presented creatively and innovatively

**Strong customer service orientation** – I strongly believe in customer satisfaction and stakeholder satisfaction. I can manage any stressful condition to deliver the best outcomes to the respective customers and stakeholders to ensure their highest level of satisfaction.

**Creative thinker** – I strongly believe in creative and innovative thinking. It is essential to be the early bird in creative and innovative thinking which will deliver the most improved benefits to all the associated organizational processes.

**Adaptive team player** – Group has collaboration of skills, thoughts and decisions. As an adaptive team player, I always focus on delivering my best participation to the team to achieve the common goal.

**Active listener** – I pose the ability to communication through several languages and I believe in active listening to ensure positive communication to all the customers and stakeholders of the organization.

Languages

English	■	■	■	■	■
Sinhala	■	■	■	■	■
Tamil	■	■	■	■	■
Arabic	■	■	■	■	■
Hindi	■	■	■	■	■

Education

**Professional Qualification in Human Resource Management (PQHRM)**  
Chartered Institute of Personal Management (CIPM) 2013-2015

**CERTIFICATE IN ACCOUNTING**  
Association of Accounting Technicians (AAT) 2011

**GCE Advanced Level** 2011  
Madeena National School (commerce Scheme)

Work Experience

**SENIOR BUSINESS PROMOTION OFFICER (SAUDI ARABIA & QATAR)**  
**NATIONS TRUST BANK – SRI LANKA 02/2023 TO PRESENT**

- Manage and uphold the bank's connection with the target country's exchange houses and money transfer businesses while serving as a liaison between those businesses and the Colombo office.
- Promote the NTB brand in overseas markets and increase remittance of the bank.
- Promote the bank's products & services especially canvassing NRFC & LKR Accounts and Fixed Deposits among the Sri Lankans working in the particular country (Sri Lankan expatriate community)
- Cross sell bank's other products & services such as Loans (Housing & Personnel), Amex Cards, Leasing etc to identified potential clients

**GROUP RECRUITMENT OFFICER 04/2022 TO 09/2022**  
**YOUSUF AL- RAJHI GROUP OF COMPANIES- RIYADH SAUDI ARABIA**

- Conducted thorough and professional interviews, filtering candidates for open positions.
- Managed recruitment by posting positions, sourcing, interviewing, and extending offers.
- Maintained a productive, diverse candidate pipeline to meet present and future recruitment needs.
- Met with new hires to conduct orientation and on boarding sessions.
- Scheduled interviews with management teams.
- Identified effective recruiting strategies to deliver qualified candidates for hiring consideration.
- Organized background checks and drug screening processes.
- Screened and pre-interviewed candidates referred for hiring consideration.

**MARKETING SPECIALIST AND CSR 03/2016 TO 04/2022**  
**BANK AL-JAZIRA- RIYADH SAUDI ARABIA**

CUSTOMER SERVICE REPRESENTATIVE

- Managed quality communication, customer support and product representation for each client.
- Fielded diverse customer questions and resolved issues effectively and efficiently.
- Completed continuing education and training programs for professional development.
- Obtained information to resolve customer inquiries.
- Guaranteed positive customer experiences and resolved all customer complaints. Maintained customer happiness with forward-thinking strategies focused on addressing needs and resolving concerns.
- Trained new associates on cash register operations including opening, conducting customer transactions and balancing drawer.
- Assisted customers by answering questions and solving problems.

MARKETING SPECIALIST

- Conduct face to face meeting with customer in camps and shopping malls.
- Advertising and promoting product to attract new customers.
- Face to face interaction with customers to promote brand awareness and relevant information.
- Promoting bank application to walk-in customers.
- Maintaining positive relationships to ensuring future sales.
- Using available contact to organize marketing events.

**Junior Recruitment officer- Blue step solution 2015-2016**  
**Cashier – Dinemore Restaurant 2014-2015**  
**Sales Representative- Asian Group of companies 2013-2014**