

SADHAM HUSSAIN

Service Officer (Counter Staff)

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Dedicated customer service and finance professional with nine years of comprehensive experience in accounting, financial management, and customer relations within the dynamic landscapes of GCC and Sri Lanka. I have honed my skills and expertise across various roles, including Accountant, Assistant Accountant, and Customer Relations Officer in the banking sector.

EXPERIENCE

Service Coordinator

Jul 2021 - Sep 2023

Danat Al Arab, Qatar

I meticulously scheduled and coordinated service requests, effectively allocating tasks to maintenance and operational teams to ensure prompt resolution. I managed incoming service inquiries, liaised with clients to understand their needs, and facilitated seamless communication between clients and service providers, ensuring smooth service delivery. Additionally, I meticulously maintained records, tracked service progress, and provided regular updates to clients and internal stakeholders, optimizing overall operational efficiency.

Customer Relations cum Accounts Assistant

March 2019 - May 2021

RifnasDoha Trading and Contracting Services, Qatar

My role encompasses multifaceted responsibilities aimed at ensuring seamless financial operations and fostering strong client relationships. I diligently handle accounting tasks, including accounts payable/receivable, invoice processing, and financial record maintenance, contributing to the company's financial health. Simultaneously, I engage with customers, addressing their queries, providing personalized assistance, and resolving concerns promptly to enhance overall client satisfaction. Through a balanced approach of financial acumen and customer-centric service, I strive to uphold RifnasDoha Trading's reputation for excellence and reliability in both financial management and client interactions.

Customer Relationship Officer

Aug 2016 - Feb 2019

Seylan Bank, Sri Lanka

- Cultivated and managed relationships with corporate clients, offering tailored credit card solutions to meet their financial needs and objectives.
- Conducted presentations and product demonstrations, effectively communicating the benefits and features of various credit card offerings to corporate decision-makers.
- Developed and managed customer relationships to align with the bank's objectives, ensuring their needs were met in accordance with set standards.
- Identified and acted upon new sales leads, fostering relationship development opportunities to enhance the bank's market share and customer wallet through cross-selling, upselling, and retention strategies.
- Executed adequate care and due diligence in daily operations to safeguard the bank against financial and non-financial losses.
- Adhered to all relevant organizational and departmental policies, processes, standard operating procedures, and instructions, ensuring that work was executed to meet the required standards of service for customers and stakeholders.
- Collaborate with different departments to provide seamless customer service and solutions.
- Stay updated on industry trends, products, and services to offer relevant advice and solutions to customers.
- Participate in training programs to enhance skills and knowledge related to banking products and services.

Customer Relations officer cum Teller

May 2014 – Jul 2016

Bank of Ceylon (BOC), Sri Lanka

- Processed customer transactions accurately and efficiently, including deposits, withdrawals, and account inquiries, adhering to bank procedures and maintaining high standards of accuracy.
- Assisted customers with their financial needs by providing information on bank products, services, and account-related inquiries, ensuring a positive customer experience.
- Balanced cash drawers daily, reconciling transactions and ensuring compliance with cash handling procedures while minimizing discrepancies.
- Managed internal communications, ensuring timely broadcast of operational, service, and business announcements.
- Prepared letters to customers and internal stakeholders, maintaining a high standard of communication.
- Coordinated and scheduled meetings for direct reports of the Head of Priority and Personal Banking, managing calendar appointments and diarizing important meetings.
- Coordinated with various departments for invoices, account opening forms, staff loan applications, and credit card waiver requests.
- Investigated and resolved customer complaints, discrepancies, or issues related to banking services.
- Adhered to regulatory requirements and assist customers in completing necessary documentation.

SKILLS

- Cash flow Management
- Problem solving skills
- Risk Management
- Budgeting
- Knowledge of global financial markets and trends
- Leadership
- Teamwork
- Time management
- Customer Service
- Financial analysis
- Communication Skills
- Excellent interpersonal and multitasking skills
- MS Office (Word, Excel, PowerPoint)
- Accounting Packages (Tally, QuickBooks, Peachtree.etc)

EDUCATION

Bachelor of Business Administration (BBA)

Jan 2019 - Jun 2020

London Metropolitan University, UK

PGD in Management & Leadership (PGDM&L)

Mar 2017 - Feb 2019

London Metropolitan University

Higher National Diploma in Accountancy (HNDA)

Jul 2010 - Dec 2015

SLIATE, Sri Lanka

LANGUAGES

English - Proficient

Sinhala – Advanced

Malayalam – Advanced

Hindi – Intermediate

Arabic – Intermediate

Tamil - Native

CERTIFICATIONS

- Certificate in certified Accounting Packages.
- Certificate in Business Management.
- Certificate in office Applications.

VOLUNTEER

- Volunteered in FIFA World Cup Qatar 2022 & FIFA ARAB CUP Qatar 2021.