

MOHAMMED JESMIN JUNAID



Experienced professional with 7 plus years in the remittance industry, including roles at Bank Al Jazira as Teller, Customer Service Representative, and Marketing Specialist. Currently a Senior Business Promotion Officer at Nations Trust Bank, specializing in the Saudi and Qatar markets. Recognized for precision in remittance transactions, regulatory compliance, and outstanding customer service. Demonstrates a proven track record in successful business development, leveraging strategic thinking and industry expertise.

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
Visa Type : Visit Visa

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
Hindi Arabic Malayalam

Education

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

IATA CABIN CREW DIPLOMA
IAA Sri Lankan Airlines 2013

GCE Advanced Level 2011
Madeena National School (commerce Scheme)

Association of Accounting Technicians
AAT Colombo 2010

GCE Ordinary Level 2008
Madeena National School

Work Experience

SENIOR BUSINESS PROMOTION OFFICER (SAUDI ARABIA & QATAR)

NATIONS TRUST BANK – SRI LANKA

11/2022 TO 12/2023

- 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

TELLER, CSR AND MARKETING SPECIALIST (RIYADH SAUDI ARABIA)

BANK AL-JAZIRA (Fawri Money Transfer)

03/2016 TO 04/2022

Teller

- Execute remittance transactions with precision, ensuring strict adherence to established procedures and regulations.
- Provide exceptional customer service by addressing inquiries, offering assistance, and ensuring a positive experience throughout remittance transactions.
- Adhere to AML regulations, policies, and procedures, and organize supporting documents systematically for remittance transactions.
- Independently resolve customer issues related to remittance transactions, demonstrating effective problem-solving skills, and maintain clear communication on transaction details and fees.

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.

GROUP RECRUITMENT OFFICER RIYADH SAUDI ARABIA

AL- RAJHI GROUP OF COMPANIES

04/2022 TO 09/2022

- 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.

Junior Recruitment Officer – Blue Step Solution 2015 - 2016

Teller – Dine More Restaurant 2014 - 2015

Sales Representative – Asian Group of Companies 2013 - 2014