



# Hadi Ramzi Khan

## Professional Summary

Self-motivated professional with more than six years combined experience in Customer service, Sales & Marketing, Banking and administration seeking position with world-class financial organization having good numeracy and strong communication skills. Ability to provide excellent customer service and resolve clients' issues, with clear and good knowledge & good team Management time capacity concept and policies.

## Experience

### Sales Officer Cum Customer Service (ADCB) (Nov 2023 Till Date)

#### **PACT EMPLOYMENT SERVICES (DERBY GROUP OF COMPANIES) DUBAI.**

Processed credit card applications, took care of customers over the phone and in person.

Utilize strong written and verbal communication skills by phone, email or letter in a timely manner.

Educate customers on and cross sell credit cards according to their profile.

Great communication skills with customers making them feel confident that their concerns taking care of.

Handle any credit card issue.

Assisting Clients with best offers for their credit cards.

Generating personal leads with own PR and converting them into sales.

## Branch manager

### Arab link Exchange | Abu Dhabi, United Arab Emirates | Nov 2015 - Sep 2016

#### **Responsibilities:**

- On time monitoring of branch accounting and cheque clearance to release the transactions on time besides submitting the monthly reports without delay
- Handling WPS registration procedures and assisting clients on processing their salary using WPS system.
- Ensuring smoothing functioning of branch operations like cash purchase, sales, holdings and error free completion of product cycles.
- Timely monitoring marketing activities to corporate targets and corporate segments Training staff in customer service and other operational activities.
- Preparing reports on PMS and target achievement of employees and sending the same to management.

#### **Achievements:**

- Promoted as Foreign Currency Cashier in dealing all kinds of bank notes and fixing the

## Driving License

UAE Driving License since 2015

## Contact

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## Education

University of Lucknow

Uttar Pradesh, India

Bachelor of Arts

2010

UP Board of Education

Lucknow Uttar Pradesh

HSC: PCB

2006

UP Board of Education

Lucknow, Uttar Pradesh

SSC

2002

## IT Skill

Excel, MS OFFICE, PEACH TREE

ACCOUNTING, ERP, EOC FCC,

SYMEX, FLEX CUBE, I-FLEX,  
YOM SYSTEM, PHOTOSHOP Etc

F.C deals in a competent rate.

- Promoted as the Branch supervisor; to monitor foreign currency deals, remittances, Branch operations and monitor the achievement of targets set for the team under.

### **Branch In-Charge**

**Al Falah Exchange Company | Abu Dhabi, United Arab Emirates | Sep 2013 - Oct 2015**

#### **Responsibilities:**

- Helping and motivating the new team members to achieve their monthly target.
- Helping to build good customer relations.
- Arranging staff meetings, Training and development
- Handling complaints and queries (from customers and staff)
- Maintain high standard of services in branch and prepare accurate records.

#### **Remittance:**

- By using **SYMEX**-Systematic from Mighty system making Telegraphic transactions & Demand Drafts.
- Online services Western Union, Instant Cash, Speed Remit, Himal remit, Global remit, Everest remit, EZE dealer, Trans-Fast service and Xpress Money transfer.
- Handle Credit Card, Cash Advance such as Visa cards, Visa Electrons, MasterCard.

#### **FC & LC:**

- Interact with walk in customer to satisfy their needs for foreign exchange transaction.
- Handle end-of-day balancing of cash transaction, and Trans guard cash group transaction.
- Process the daily cheque to be deposited immediately to the bank.

#### **Receivables & Payables:**

- Preparation of data for Receivable Department (Invoicing).
- Matching and Knocking of Amounts against Invoices.
- Keep updating Statements of Corporate and Individual Accounts.

#### **WPS & Support:**

- Process documentation, prepare EIF&SIF file & upload it to Wages protection System (WPS).
- Prepare agreement for WPS registration for new company.
- Handles customer complaints and queries and resolves them as soon as possible.

### **Shop In charge**

**Landmark Group | Riyadh, Saudi Arabia | Mar 2012 - Aug 2013**

- Take care of the general look of the store / depts. in terms of cleanness, tidiness, and efficiency, in order to ensure the best image of products and store, in line with the brand communication and promotion strategy.
- Prepare reports and maintain records of work accomplishments Daily reports, as required, and coordinate the same, work-related information to the Manager.

- Ensure an economical and operational effective management of the store, in compliance with internal policies and procedures.
- And communicate the same to the shop manager.
- Helping and motivating the new team members to achieve their monthly and annual target as well.
- Updated product knowledge of own products and competitor products.
- Window dressers and merchandise displayers design eye-catching exhibits to attract the attention of buyers.

**Languages**

English: First Language

English: C1

A progress bar for English proficiency at C1 level. It consists of six segments: the first five are dark blue and the sixth is light grey.

Advanced

Arabic: A2

A progress bar for Arabic proficiency at A2 level. It consists of six segments: the first two are dark blue and the remaining four are light grey.

Elementary

Hindi: C1

A progress bar for Hindi proficiency at C1 level. It consists of six segments: the first five are dark blue and the sixth is light grey.

Advanced

Urdu: C1

A progress bar for Urdu proficiency at C1 level. It consists of six segments: the first five are dark blue and the sixth is light grey.

Advanced