



# Hadi Ramzi Khan

## Professional Summary

Dynamic professional with more than 8 years combined experience in Retail & Sales Management. Currency Exchange operations, Customer retention and 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

### Customer Retention Specialist Cum Sales & Customer Service in DU (Nov 2023 Till Date)

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

- Communicating with customer and sales representatives.
- Analyzing customer behavior Gathering information about customer complaints.
- Developing aggressive retention strategies based on customer feedback
- Negotiating with customer to renew contracts and retain business, Meeting with the sales team to propose customer retention solutions, Building positive relationships with customers and business associates.
- Retention Processed Latest Postpaid 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 Postpaid latest Power Plan according to their profile.
- Great communication skills with customers making them feel confident that their concerns taking care of.
- Assisting Clients with best offers for their Postpaid Plan.

## 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.

## 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

- 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 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



Advanced

Arabic: A2



Elementary

Hindi: C1



Advanced

Urdu: C1



Advanced