



## **COVER LETTER**

Respected Sir

I am **Mohammed Javeed Abdul Hameed**, graduate student,. I worked in one of the reputed SAMBA Financial Group in Saudi Arabia for 8years, my tenure in SAMBA Financial Group has given me a sound theoretical background of the various aspects, A highly competent, motivated and enthusiastic administrative assistant with experience of working as part of a team in a busy office environment. Well organized and proactive in providing timely, efficient and accurate administrative support to office managers and work colleagues. Approachable, well presented and able to establish good working relationships with a range of different people. Possessing a proven ability to generate innovative ideas and solutions to problems

In an endeavor to sharpen my skills and gain hand-on experience, I seek a full time position with an effective team in your esteemed organization.

Kindly spare sometime for the appraisal of my credentials and my chances of securing position at your company, I promise to give my best efforts to whatever you have to offer to me.

Enclosed please find my curriculum Vitae for your review, if you may require any further information, I would be glad to furnish the same.

Thank you for your time and consideration.

Sincerely,

**Mohammed Javeed Abdul Hameed.**

# **RESUME**

## **Mohammed Javeed Abdul Hameed**

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### **CAREER OBJECTIVE**

Eight (8+) years of experience in Administration field. Seeking a responsible and career-oriented opportunity in an organization that could utilize my knowledge and ability in a competitive environment and a part of team that dynamically works towards growth of organization and gain satisfaction thereof.

### **EMPLOYMENT DETAILS:**

- **Position Held** : **“Secretary to General Manager”**  
**Duration** : **From May 2004 to till Dec-2005**  
**Contractor** : **M/s Mishnan Group of company**  
**Location** : **Dammam H.O.**
- Registering the incoming and outgoing documents for controlling their tractability and filing.
  - Preparation of department organization chart and job descriptions
  - Maintain and organize files as per the standard.
  - Maintaining and updating Vacation plan and Leave record, make entry it in respective employment personal file.
  - Invoice entries and cross checking.
  - Handling Petty Cash.
  - Answering telephone calls and diverting to the right department and persons.
  - Drafting the incoming & outgoing mails to various clients, & sub-contractor.
  - Maintain the minutes of meeting report.
  - Handling appointments and arranging meetings for the Dept. manager.
  - Day to day official correspondence.
  - Keeping correspondence with all the departments and making of schedules and arranging the meeting with one department to another as per Managers Instructions.
  - Good exposure to the latest Automated Office Environment.
  - Handle all kinds of communication by preparing memos of internal & external, within company and various clients.
  - Maintain over all key accounts, assist the phone call etc.
- **Position Held** : **“Customer Service Executive/Cashier”**  
**Duration** : **From Jan-2006 to June 2012**  
**Organization** : **SAMABA Financial Group (Speed Cash Remittance Al-Jubail)**
- Raising of purchase orders and invoice tracking.
  - Preparing daily transaction report, customers report, & teller report.
  - Open New Remittance Account number(RAN) for different nationalities to send money to their home country
  - Updating customers ID
  - Follow-up Enquires with correspondence bank.

- Updating Branch SUNDRY Account.
- Custodian of the ATM's machine & captured card.
- Making Daily transaction report for the Branch Teller.
- Visiting the company camps to show the products & service of the bank.
- Responds to customer queries and requests made via phone and provides satisfying solutions to their concerns as well as to provide customers with product and service information.
- Resolves and monitors outstanding customer requests and complaints.
- Ensures that the prescribed targets (Served Calls and Average Handling Time) are achieved. Surpass a set call quality score on a monthly basis which will involve having calls recorded and assessed by a Quality Officer/ Team Leader.
- Ensure accuracy when completing Contact Centre account related call logs / customer case logs for every call handled.
- Service contact for walk in customers at the branch and engage with them in handling queries & service issues.
- Handle customer enquiries, walk-ins, and incoming calls and refer leads to appropriate channel.
- Take ownership and provide solutions to customers' problems and ensure satisfaction of problem resolution.
- Exercise due diligence in customer care to ensure good customer contact experience with the bank.
- Provide information on bank products and services and identify cross-selling opportunities.
- Contact inactive and potential customers to persuade them to purchase/use company products and services.
- Monitor the self-performance target
- Manage large amounts of inbound and outbound calls in a timely manner
- Follow communication "scripts" when handling different topics
- Identify customer needs, clarify information, research every issue and provide solutions and/or alternatives.
- Surveying customers satisfaction and provide feedback, if needed.
- Provide customers with accurate information.
- Seize opportunities to upsell products when they arise.
- Build sustainable relationships and engage customers by taking the extra mile.
- Keep records of all conversations in our call center database in a comprehensible way.
- Meet the team's qualitative and quantitative targets.

➤ **Position Held** : **"Relationship Officer/Sales CRM"**  
**Duration** : **From May 2023 to till Date**  
**Contractor** : **Finmart Financial Services (Emirates Islamic Bank)**  
**Location** : **Emirates Tower Exit 1.**

- Increasing credit card customers and meeting sales targets
- Engaging and educating customers on product usage and brand information
- Responding to customer questions and inquiries
- Showcasing credit card samples and catalogs to clients and describing the terms of use and prices
- Processing and recording credit card transactions accurately and efficiently.
- Increase credit card customers

- Engage and educate customers on product usage
- Convey brand information to customers and respond to questions/inquiries that arise
- Responsible for daily/monthly sales targets
- Investigate and address competitors' activities
- Prioritize and schedule proactive calls to organization's accounts
- Update and manage contact database with accurate profiles, notes, and relevant information
- Undertake training on the firm's markets and products, and improve on selling skills
- Match sales opportunities that cover other products involving various sales representatives

#### **ATTENDED SEMINARS AT SAMBA:**

1. Security & Safety Awareness Seminar
2. Introducing Samba Quality (ISQ)
3. Winning With Customers
4. Anti-Money Laundering course (AML)
5. Attended compliance Training in SAMBA HO Riyadh
6. AML, Sanctions and Anti-Bribery & Corruption Training
7. Branch Operations Systems Training
8. Retail bank AML Compliance.

#### **EDUCATIONAL CREDENTIALS**

- **Bachelor of Commerce (B.Com)**
- **Completed a workshop from Tally Academy (Tally Solution Gulbarga)**
- **Diploma in Computer Applications Comprised of MS-Word, Excel, Power Point, Internet and MS-Outlook. (From APTECH Computers Gulbarga)**
- **Completed DCP (Diploma in computer programming) from NIIT Gulbarga**

#### **PERSONAL DETAILS**

<b>Date of Birth</b>	:	02 Sep 1980
<b>Marital Status</b>	:	Married
<b>Nationality</b>	:	Indian
<b>PassPort No.</b>	:	J-6984286
<b>Valid Up To</b>	:	19-06-2021
<b>Religion</b>	:	Muslim
<b>Languages known</b>	:	English, Arabic, urdu, hindi

I wish to work with some good people, who could provide me an opportunity to prove me

Skills & ability, I assured to perform my duties to the utmost satisfaction of my superiors.

*Thanks & best regards,*

***(Mohammed Javeed)***