

**SADMAN SHOWMIK ISLAM**

Mobile: 971582908985

Nationality: Bangladesh

E-mail: sadmanshowmik215@gmail.com

Address: Flat# 502. Al Musa Building,
Behind Nesto Supermarket, Al Nabbah, Sharjah

➤ SKILL

- Strong multilingual skills Committed to delivering a high level of customer service
- Customer Retention Management
- Hard working with a positive attitude.
- Ability to work under pressure, independently and as a team member.
- Good inter personal and communicating skills.
- Strong sense of responsibility and self-motivation.

➤ EDUCATION:

Bachelors In Electronics & Electrical Engineering
University of Sunderland, Malaysia Campus

➤ LANGUAGE

- English: Full Professional proficiency
- Hindi: Full Professional proficiency
- Bangla: Full Professional proficiency

➤ OBJECTIVE:

Driven and well-organized and has more than 2 years of experience as a cashier inside and outside of UAE, passionate about improving the business of an organization, possess strong analytical and problem-solving skills, to effectively make sound decisions with little direction. Extensive experience in the sales, cash handling and marketing activities, comfortable working in fast-paced, deadline- driven environments.

➤ WORK EXPERIENCE:

- CASHIER LM EXCHANGE LLC, SHARJAH BRANCH
WORKED: FROM SEP 2022 TO JULY 2023

- Attend counter customers, remittances sending and receiving from any part of the world and internal – UAE money transfer as per their request.
- Money & bank transfers to various countries, process and issue third party transactions. WPS processing & disbursements at site or branch along with marketing staff.
- Send and Receive Inward payment/outward payments and cheque.
- Register customer's transactions complaints, status and general enquiries.
- Facilitate new customer acquisitions and new account openings.
- Verification of documents in compliance with AML policy.
- Timely and effectively handle queries/concerns of the customers over the phone/counter.
- Assist Marketing team with pick up of site transactions.
- Ensure effective resolution, documentation and follow-up of customer's concerns/complaints.

➤ SOFTWARE PROFICIENCY:

- Microsoft office (MS Word, MS Excel, MS PowerPoint, MS Access)
- Executive knowledge in Internet activities

Declaration: I consider myself with all types of work in any corporate aspects. I am also confident of my ability to work in a team. I hereby declare that the information above is true to the best of my knowledge