

# SHAIK SIRAJUDDIN

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## SKILLS

- Leadership abilities
- Cash Handling
- Product Recommendations
- Customer Assistance
- KYC Procedures
- Numerical Accuracy
- Knowledge of Currencies

## PROFESSIONAL SUMMARY

Energetic, hardworking cashier valued for fast, friendly service and accuracy in handling customer transactions. Address customers' needs while quickly moving them through the check-out process. Passionate about serving others and eager to take on new responsibilities and leadership roles, calculating exchange rates accurately, providing information and advice to customers about currency exchange rates and policies, and ensuring compliance with legal and regulatory requirements related to currency exchange. Foreign currency cashiers need strong numerical skills, attention to detail, and good customer service abilities to effectively carry out their duties.

## WORK HISTORY

Jul 2023 - Sep 2024  
**Customer Relationship Manager**  
YES BANK - Chennai, India

- Managed customer relations on ongoing basis to maximize customer retention
- Created customer support strategies to increase customer retention
- Introduced higher standards for customer service and increased efficiency by streamlining operations
- Researched and corrected customer concerns to promote company loyalty
- Collected customer feedback and made process changes to exceed customer satisfaction goals
- Having good probing and convincing skills with high & dormant customers explaining about the benefits and features of products and make them bring some funds in their account
- Handling all issue related to health insurance thru problem-solving ability
- Handling documentation of KYC
- Produced and implemented customer satisfaction guarantee program which directly resulted in 96% increase in sales.
- Update Team Management Information System (MIS).

Jul 2022 – Jun 2023

**Senior Customer Executive**

Teleperformance – Chennai, India

- Ensure customers are treated as our most valuable assets
- Identify and analyse issues, patterns, and trends in customer requests & product performance
- Identify and evaluate opportunities to increase customer retention and satisfaction
- Demonstrate empathy, patience, and responsible judgement with every customer to ensure the best and most appropriate outcome based on each situation
- Achieve daily goals of solved tickets without compromising the customer experience
- Find solutions to customer issues while always adhering to company policies and guidelines
- Learn, utilize, and multitask across a variety of tools to view account information, research and review policies while helping customers
- Communicate effectively with internal leadership to identify customer pain points and propose solutions to policy, user experience or other areas for improvement

Aug 2018 – Jul 2022

**Customer Service Cashier**

Scary House – Express Avenue Mall  
Chennai, India (Part Time)

- Greeted customers entering store and responded promptly to customer needs
- Maintained secure cash drawers, promptly resolving discrepancies in daily totals
- Reconciled cash drawer at start and end of each shift, accounting for errors and resolving discrepancies
- Tallied cash drawer at beginning and end of each work shift
- Processed customer refunds and exchanges according to established guidelines
- Worked flexible schedule and extra shifts to meet business needs
- Worked closely with shift manager to solve problems and handle customer concerns
- Welcomed customers and helped determine their needs.
- Helped customers complete purchases, locate items, and join reward programs.
- Worked flexible schedule and extra shifts to meet business needs.

LANGUAGES

English	Urdu
Hindi	Tamil

EDUCATION

04/2021  
BSc ., Computer Science

New College | Chennai, India

Computer science (CS) is the study of computers and algorithmic processes, including their principles, their hardware and software designs, their applications, and their impact on society. Principal areas of study and careers within computer science include artificial intelligence, computer systems and networks, security, database systems, human-computer interaction, vision and graphics, numerical analysis, programming languages, software engineering, bioinformatics, and theory of computing.

08/2023  
MSc., Cyber Security

University of Madras | Chennai, India

Cyber security is the application of technologies, processes, and controls to protect systems, networks, programs, devices and data from cyber attacks. Cybersecurity is important because it protects all categories of data from theft and damage. This includes sensitive data, personally identifiable information (PII), protected health information (PHI), personal information, intellectual property, data, and governmental and industry information systems.