

SHAIKH MUSHARAF HUSSAIN

TEAM LEADER & BRANCH INCHARGE
SPECIALIST CUSTOMER EXPERIENCES

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📍 AL AIN, UAE

📅 19-JULY-1991

🇮🇳 Indian

📄 PROFILE

Dynamic Senior Specialist, Supervisor in Customer Experience with 10+ years of customer-centric expertise within the financial services sector. Led a digitalization initiative, boosting customer growth enormously within short span. Seeking a Team Leader/Branch Incharge role to enhance service delivery and operational efficiency through individual staff empowerment, adhering to regulatory compliance management, leadership, and sales excellence. My sharp skills helps me to oversee the situation in making quick decision favoring the organization.

🎓 QUALIFICATION

Bachelor of Computer Sciences & Applications
Suresh Gyan Vihar University 2023

🏆 ACCOLADES

Best Employee Awards 2019
AL Fardan Exchange

Top Achiever Award 2021
AL FARDAN EXCHANGE

Assigned Al Ain Digital Drive Leader & Champions 2022
AL FARDAN EXCHANGE

Top lead generator 2023
AL FARDAN EXCHANGE
Awarded highest top lead generator towards highest number of prepaid cards conversion throughout the year 2023.

Branch of the month 2024 - Country
AL FARDAN EXCHANGE
Awarded towards achieving highest revenue generated country-wise.

1st Runner Up ALFA STAR EMPLOYEE AWARD DEC 2024
AL FARDAN EXCHANGE

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📁 PROFESSIONAL EXPERIENCE

AL FARDAN EXCHANGE

SENIOR SPECIALIST CUSTOMER EXPERIENCE & SUPERVISOR
2017 – present | AL AIN, UAE

- Spearheaded single-handedly digitalization drive in Al Ain area for customers making it grand success with an achievement of 1015% growth.
- Manage movement of branch cash and foreign currencies internally/externally for optimum performance and stock availability.
- Customer Service Excellence: Manage and enhance the overall customer experience by ensuring timely and efficient service delivery with highest ratings & reviews.
- Market Analysis: Monitor competitors rate and offer tailored rates accordingly to grab customers.
- Cross-Selling Expertise: Promote and cross-sell services, including international remittances, foreign currency conversions and VASs
- Team Leadership: Supervise and mentor team members to maintain high service standards and achieve excellency and target.
- Operational Oversight: Oversee day-to-day operations, ensuring compliance with company policies and regulatory standards.
- Customer Complaints Management: Act as the primary point of contact for escalated customer complaints and RESOLUTIONS.
- Problem Resolution: Address and resolve customer issues and complaints promptly, maintaining high satisfaction levels.
- Sales Target Achievement: Strategize and execute plans to meet and exceed sales and revenue targets for all services.
- Training and Development: Conduct training sessions for staff on customer service best practices, new services, and cross-selling techniques.
- Compliance and Risk Management: Ensure adherence to anti-money laundering (AML) and other regulatory requirements from CBUAE.
- Maintaining CCTV & KEY logbooks daily.

CHENNAI JEWELLERS

STORE BRANCH IN-CHARGE
2014 – 2017 | SHARJAH, UAE

1. Sales and Customer Service:
 - Drive sales by understanding customer preferences and recommending suitable jewelry options.
 - Ensure exceptional customer service, building trust and loyalty among clients.
2. Inventory and Stock Management:
 - Monitor inventory levels to ensure availability of popular designs and minimize stock discrepancies.
 - Oversee stock audits, replenishments, and loss prevention measures.
3. Team Leadership and Training:
 - Supervise, mentor, and motivate the sales team to achieve individual and collective targets.
 - Conduct regular training sessions on product knowledge, customer service, and sales techniques.
4. Visual Merchandising and Store Presentation:
 - Ensure attractive and strategic product displays to enhance customer engagement and maximize sales.
 - Maintain the cleanliness, organization, and aesthetic appeal of the store.
5. Financial and Operational Oversight:
 - Handle daily cash flow, billing operations, and reconciliation with accuracy.