

SATYAM PRADHAN

SALES OFFICER, SENIOR CASHIER & CUSTOMER SERVICE REPRESENTATIVE

Mobile: +971524520645

Email ID: pradsaty@gmail.com

Address: Dubai, United Arab Emirates

DOB: 04/12/1986

LinkedIn: <https://www.linkedin.com/in/satyam-pradhan-76592ba5>

To secure a Customer Service Representative position leveraging extensive experience in sales, customer service, and financial operations within a fast-paced and customer-centric environment. Eager to contribute to enhanced customer satisfaction, build strong relationships, and drive business growth through exceptional service and problem-solving expertise.

PROFESSIONAL SUMMARY

- Extensive background in customer service, sales, and financial operations within fast-paced environments.
- Proven ability to build strong customer relationships and ensure high levels of satisfaction.
- Successfully managed transactions, resolved customer issues, and provided product information.
- Proficient in adhering to compliance regulations and financial guidelines.
- Adept at handling cash, processing payments, and managing financial records accurately.
- Skilled in Microsoft Office Suite and experienced with customer relationship management systems.

WORK EXPERIENCE

Sales Officer Cum Cashier

Arakkal Gold and Diamond LLC (Dubai) (Nov 2023 - Present)

Successfully ensured smooth and efficient daily operations in a fast-paced retail environment, driving sales, exceeding customer expectations, and contributing to a positive and profitable customer experience.

- Successfully executed sales transactions, ensuring high levels of customer satisfaction and adherence to company protocols.
- Proactively engaged with customers, provided styling advice, and built rapport to cultivate lasting relationships and drive repeat business.
- Implemented an advance booking system, providing customers with exclusive opportunities to reserve desired jewelry pieces.
- Leveraged in-depth knowledge of jewelry and precious metals to provide expert product recommendations tailored to customer needs and preferences.
- Facilitated a seamless international shopping experience for tourists by managing VAT reimbursements and ensuring a hassle-free process.
- Effectively communicated the benefits and security features of gold investment schemes, positioning them as valuable options for financial stability.
- Collaborated with colleagues to implement effective sales strategies, contributing to team goals and improved sales performance.

Achievements:

- Developed and implemented a monthly performance dashboard to track sales metrics, providing valuable insights into branch and staff performance.
- Successfully mitigated losses by actively preventing shoplifting incidents through vigilance and proactive security measures.

Cashier & Customer Service

Al Rostamani International Exchange (Dubai) (Oct 2018 - Aug 2023)

Successfully managed a high volume of customer interactions, diverse financial transactions, and branch operations while ensuring compliance, driving sales, exceeding customer expectations.

- Efficiently managed a high volume of diverse financial transactions, including cash handling, check processing, and online transfers for local and international clients, ensuring accuracy and compliance with Central Bank regulations.
- Provided exceptional customer service by promptly addressing inquiries, resolving issues, and guiding customers through various financial products and services.
- Proactively cross-sold allied financial products based on identified customer needs, contributing to increased revenue generation and enhanced customer satisfaction.
- Successfully drove sales of Wage Protection System (WPS) services by effectively targeting corporate clients, resulting in significant revenue growth.
- Maintained a comprehensive understanding of industry trends, competitor activities, and market dynamics to contribute to the development and implementation of effective branch strategies, positively impacting overall performance.
- Collaborated effectively with team members to ensure smooth branch operations, minimize customer wait times, and maintain a positive and efficient work environment.

Achievements:

- Successfully analyzed and verified underlying transactions to prevent potential fraud and ensure compliance with regulatory requirements.

SOFT SKILLS

Communication
Problem-solving
Customer service
Teamwork
Time management
Adaptability
Empathy
Active listening
Patience
Conflict resolution

TECHNICAL SKILLS

Microsoft Excel	●●●●●
CRM Software	●●●●○
Cash Handling	●●●●●
Sales Transactions	●●●●●
Customer Relationship Management	●●●●●
Financial Transactions	●●●●○
Compliance Procedures	●●●●○
Data Entry	●●●●○
Telephone Etiquette	●●●●●
Problem Diagnosis	●●●●○

CORE COMPETENCIES

Customer Relationship Building
Problem Solving & Issue Resolution
Sales and Service Orientation
Compliance and Process Adherence
Communication and Interpersonal Skills

EDUCATION

Bachelor Degree in Science

University of North Bengal
Jun 2005 - Jun 2009

Diploma in Excel, Words and PowerPoint

Agni Info Computer Center
Oct 2003 - Sep 2004

LANGUAGES

Nepali, Hindi, English, Bengali, Urdu

HOBBIES

Travel, Finance, Technology, Reading

- Recognized for consistently delivering exceptional customer service, resulting in high levels of satisfaction and positive customer feedback.

Customer Service

Joyallukas Exchange (Abu Dhabi) (Jan 2016 – Sep 2018)

Successfully provided exceptional customer service while ensuring compliance with financial regulations in a fast-paced financial environment and contributed to risk management and fraud prevention efforts.

- Provided high-quality customer service to clients, addressing inquiries, resolving issues, and guiding them through various financial products and services.
- Efficiently managed forex trading bookings, ensured accurate trade allocations, and adhered to all relevant financial regulations and guidelines.
- Successfully opened and managed Non-Resident Indian (NRI) accounts for Indian citizens residing abroad, ensuring compliance with KYC and regulatory standards.
- Played a key role in mitigating financial risks by diligently validating and releasing Suspicious Transaction Reports (STRs) in accordance with KYC regulations, contributing to the company's commitment to financial security.

Achievements:

Successfully processed and managed a high volume of branch-level Wage Protection System (WPS) transactions, ensuring timely and accurate salary disbursements to employees of registered companies.

Quality Analyst & Practitioner

Tata Consultancy Service & IBM offshore for CIBC (India) (Jun 2012 – Nov 2015)

Successfully ensured data integrity, complied with financial regulations, and facilitated smooth and accurate financial operations within a high-volume mortgage processing environment.

- Reviewed mortgage applications to ensure completeness, accuracy, and adherence to established guidelines and regulatory requirements.
- Maintained meticulous financial records, diligently tracked and reconciled discrepancies, and ensured timely processing of financial transactions.
- Collaborated effectively with legal teams by preparing and delivering necessary documentation to ensure a smooth mortgage processing experience for clients.
- Facilitated seamless international fund transfers by verifying and clearing certified checks for deposits into both US and Canadian accounts.
- Proactively monitored teller activities, promptly identified and addressed cash discrepancies, ensuring accuracy and integrity in financial operations.

Achievements:

Successfully identified and rectified errors in mortgage applications, minimizing potential risks and ensuring compliance with lending regulations.

Customer Service Associate

Xplore Tech (India) (Feb 2011 – Apr 2012)

Successfully generated leads, provided exceptional customer support, and contributed to marketing initiatives, consistently exceeding performance expectations in a fast-paced call center environment.

- Conducted comprehensive customer surveys and generated valuable leads for prominent UK organizations, contributing to business expansion and client acquisition initiatives.
- Provided exceptional support to customers, effectively guiding them through the process of claiming mortgage payment protection insurance, ensuring a positive customer experience.
- Successfully managed a large volume of inbound customer inquiries, demonstrating strong multitasking abilities and efficient problem-solving skills.
- Contributed to enhanced business visibility and customer reach by supporting Yellow Pages advertising campaigns.

Sales Executive

Timex Watches (India) (Sep 2008 – Sep 2009)

Successfully drove sales, maintained accurate inventory control, and provided comprehensive product training, contributing to a positive impact on sales performance and customer satisfaction.

- Managed daily sales operations, ensuring a seamless customer experience and efficient handling of all sales transactions.
- Maintained accurate and up-to-date inventory records, conducting regular stock checks and generating comprehensive reports to optimize inventory management and minimize stock discrepancies.
- Delivered engaging and informative product training sessions to internal sales teams, equipping them with comprehensive product knowledge and effective sales techniques to enhance sales performance.
- Conducted market research and analyzed industry trends to identify growth opportunities, contributing to the development of strategic sales plans.

➤ CERTIFICATIONS

STCW- Certificate of Proficiency in Security Training for Seafarers with Designated Security Duties (2024)

Sensea Maritime Academy

STCW- Certificate of Proficiency in Personal Survival Techniques, Fire Prevention & Fire Fighting, Elementary First Aid and Personal Safety and Social Responsibilities

(2024)

Sensea Maritime Academy

Financial Crime In UAE (2020)

Thomson Reuters

Fraud Prevention (2020)

Thomson Reuters