

MUHAMMED RASHAD

Finance Service Operation Supervisor



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Dedicated and customer-oriented professional with over 4+ years of experience in financial services and client relationship management, complemented by ongoing hands-on exposure in equity and derivatives trading in the Indian stock market. Seeking a challenging position in a growth-focused organization where I can leverage my front-office service expertise, market analysis skills, and commitment to excellence to contribute to client satisfaction, business growth, and operational efficiency.

KEY SKILLS

Customer Relationship Management | Front Desk Operations | Issue Resolution & Client Retention | Equity Derivatives & Options Trading | Technical & Fundamental Market Analysis | Risk Management & Capital Allocation | Communication & Interpersonal Skills | Time Management | Problem - Solving skills | Cash Management and Handling Skills | Organizational Skills | Adaptability and Flexibility | Cultural Sensitivity and Compliant Handling | Decision-Making Skills

WORK EXPERIENCES

OPERATION SUPERVISOR

2023 – Present

Global exchange

- Customer Service & Compliance: Deliver exceptional service to both individual and corporate clients, ensuring every transaction aligns with company policies, regulatory guidelines, and central bank compliance standards.
- Branch Supervision & Operations Management: Oversee daily branch operations, including supervising front-line staff, assigning duties, monitoring performance, and ensuring operational efficiency.
- Cash Handling & Financial Reporting: Manage and monitor high-volume financial transactions, particularly for corporate clients handling bulk cash amounts. Responsible for preparing and submitting comprehensive financial reports, including: Daily opening and closing reports, Internal control checklists, Cash register reconciliation reports, Staff performance and duty tracking.
- Staff Leadership & Coordination: Supervise, guide, and support team members to ensure responsibilities are met with accuracy, professionalism, and accountability. Conduct regular evaluations and provide feedback to enhance team performance.
- Reporting to Management: Compile, analyze, and present operational and financial data to the General Manager for strategic review and decision-making.

FOREIGN EXCHANGE CASHIER

2021 - 2023

Global Exchange, Deira, Dubai

- Adheres to Anti-Money Laundering (AML) policies, procedures, and regulations to ensure compliance and security in financial transactions.
- Exercises due diligence in customer transaction processes, mitigating risks and maintaining strict adherence to AML protocols and Know Your Customer (KYC) initiatives.
- Ensures all documentation and transaction procedures comply with both internal policies and regulatory requirements.
- Cash Flow & Record Management: Oversaw daily cash flow operations with precision, leveraging sound decision-making and professionalism to securely handle financial records, ensuring accuracy, transparency, and proper archiving.
- Multitasking & Customer Service Excellence: Provided exceptional customer-focused service by efficiently managing multiple tasks in a high-paced environment, ensuring seamless transactions while professionally handling complaints, demonstrating cultural sensitivity, and managing crisis situations effectively.

PART-TIME TRADER

2023 – Ongoing

Indian Stock Market

- Engaged in part-time trading of equity derivatives and options with a focus on intraday and positional strategies.
- Executed trades in index and stock options using platforms like Zerodha (Kite) and Fyers.
- Applied technical indicators such as RSI, MACD, moving averages, and candlestick patterns to identify profitable trade setups.
- Practiced disciplined risk management through strategic position sizing, stop-loss planning, and capital control.
- Tracked market news, earnings reports, and macroeconomic indicators to guide trading decisions.
- Maintained a detailed trading journal documenting trade rationale, performance, and continuous improvement.

EDUCATION

BACHELOR OF BUSINESS ADMINISTRATION (BBA)

Pondicherry University, India
2017 – 2020 | CGPA: 5.63

TECHNICAL SKILLS

- Trading Platforms: Zerodha (Kite), Fyers
- Technical Analysis Tools: RSI, MACD, Moving Averages, Candlestick Patterns
- MS Office Suite (Word, Excel, Outlook)
- Customer Service Systems & POS

ACHIEVEMENTS

- Consistently received excellent feedback from both retail and corporate clients for prompt, courteous, and solution-oriented service.
- Developed strong relationships with key corporate clients, resulting in repeat business and long-term engagement with the branch.
- Recognized by branch management for maintaining high customer satisfaction levels and contributing to client retention.
- Resolved client issues efficiently, reducing complaint escalation rate and improving overall customer

PERSONAL DETAILS

Gender : Male

Nationality : Indian

Passport No : U9073856

languages : English, Malayalam

DECLARATION

I hereby declare that the information furnished above is true to the best of my knowledge. I understand that any discrepancies found in the provided information may lead to the rejection of my application or termination of employment.

MUHAMMED RASHAD