

Irshad Ibrahim CV

Personal profile



Total work experience: 6+ years

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Personal Data:

Nationality: Indian

DOB: 27-01-1997 (28Years)

Languages Known:

English, Hindi, Malayalam

Skills:

- Customer Relationship Management
- Negotiation and Persuasion
- Financial Analysis Basics
- Problem Solving
- Good communication
- POS and CRM Software Familiarity
- Fast Learning Ability

Education:

Bachelor of Commerce from St Joseph's first grade college Mysore University, Karnataka, India.

Objective:

To continuously learn and improve myself, both professionally and personally, with organizational goals & interests as primary objectives, and perform in a stimulating and dynamic environment where my skills can be effectively utilized to enhance the growth of organization and myself.

Professional Experience

October 2023 to April 2025, Founder & Owner, High Trends, Kodagu, India

- Established and managed a retail clothing store specializing in men's fashion.
- Oversaw all business operations including inventory management, supplier negotiation, pricing, budgeting and customer service.
- Developed and executed marketing strategies including social media campaigns, seasonal promotions and collaborations.
- Hired, trained and supervised a team of 5 employees.
- Maintained accurate financial records and ensured compliance with tax and regulatory requirements.

September, 15 2023 Retail Forex & Gold Trade

- Managed a personal trading portfolio with a focus on gold (XAU/USD).
- Conducted daily technical and fundamental analysis to identify trade opportunities based on market trends, news, and economic indicators.
- Executed trades using platforms such as MetaTrader 5, managing risk through stop-loss, take-profit, and leverage control.
- Maintained detailed trading journals to track performance, improve strategies, and ensure discipline.
- Gained deep knowledge in price action, support/resistance, and candlestick patterns.
- Practiced risk-to-reward planning, and trade psychology principles.
- Adapted trading strategies based on market volatility and macroeconomic shifts (e.g., Fed decisions, geopolitical risks).

Key Skills:

Forex Trading · Commodity (Gold) Trading · Technical Analysis · Risk Management · Trade Execution · Market Research · Economic Awareness · Trading Psychology · MT5, Trade Locker and Ctrader Platforms

July 29, 2022 to September 30, 2023 Customer Support Officer - Mphasis BPO International – Bangalore, India

- Managed a portfolio of delinquent accounts to recover outstanding balances.
- Contacted customers via phone to negotiate payment arrangements.
- Maintained detailed records of customer interactions and payment plans.
- Achieved monthly collection targets consistently and contributed to team goals.
- Provided excellent customer service while handling sensitive financial situations.
- Followed regulatory guidelines and company policies during all collection activities.

March 15, 2019 to June 30, 2022 Senior Cashier -Hotel Empire International – Bangalore, India

- Processed customer payments accurately (cash, card, mobile apps).
- Ensured proper handling of bills, receipts, and change.
- Balanced the cash register at the end of shifts.
- Handled billing inquiries and complaints professionally.
- Ensured a smooth and friendly checkout experience.
- Ensure all transactions are authorized.

Declaration

I hereby declare that the above-mentioned information is correct & true as per my knowledge.

- Irshad Ibrahim