

Dear Sir/ Ma'am,

It is with great interest that I am forwarding my CV for your consideration.

My record of academic achievements and professional career history, demonstrates attributes that make me a valuable employee. I am a responsible and reliable individual in my life I am always capable of accomplishing any goals that I set for myself and I am always up to the task, I am smart and outgoing and confident with a very positive attitude.

My CV is enclosed to provide you with details of my skills and accomplishments, but I am certain that a personal interview will fully reveal my desire and ability to contribute to your organisation.

Thank you for your time and consideration and do not hesitate to contact me if you have any questions.

I look forward to speak with you soon

Kind regards,

Mohammed Siddiq.A

Siddiqasnar@gmail.com,

Mob: +971558121201.

Driving Licence : Valid U.A.E Licence

CURRICULUM VITAE

MOHAMMED SIDDIQ.A

Mobile: +971558121201

E-mail: siddiqasnar@gmail.com



CAREER MISSION:

Intend to structure my growth in pace with the ever-changing corporate environment. Make my learning curve to move in a linear fashion along with the growth of my functional skills coupled with overall personality development in order to face the challenging times ahead. Take up responsibilities with the assurance of putting the best and consistent efforts to come up with effective results. I insist on getting the job done and work for efficiency and effectiveness. Being a fast learner I can quickly adapt to the surroundings which a new job offers.

PROFESSIONAL OVERVIEW:

Growth Path:

- **Jan 15 2016 to Nov 30 2016:** Travancore Medical College Hospital in Guest Relation Dept.
- **Jun' 14 2014 to Oct' 30 2015:** Branch Inspection Executive in operation department, Al Ansari Exchange.
- **Dec' 17 2013 to Jun' 10 2014:** Front Office as Cashier with Customer Service, Al Ansari Exchange.
- **Oct' 2012 to Mar' 2013:** Mukesh Info Serve Private Limited Bangalore (Part Time)

Position: Guest Relation Officer

Essential Functions & Basic Duties:

- Ensured ongoing communications with nursing staff and medical directors
- Maintain, manage and monitor all patient related issues.
- Develop and communicate medical and operational issues to the higher authority.
- To address and treat the patients.
- To check and ensure the quality of service.
- Prepare reports and escalating complaints related to the staffs working at the organisation.
- Preparing and sending reports to the management if quality is not maintained.
- Promote harmonious professional working relationship with co employees.
- To undertake all such duties & responsibilities as and when assigned by the superiors.
- To visit patients daily and to collect their feedback.
- To collect the history of dame patients and reporting to the management.
- To check the pending investigations and solve those issues.
- Reporting information back to the management about patient's needs.
- Organizing or attending medical conferences.
- Keeping clear records of patients.

Position: Branch Inspection Executive.

Essential Functions & Basic Duties:

- Ensure that the branch standards (internal & external) are perfectly maintained at all times.
- Preparing reports & escalating complaints related to the staff working at the branches to the Branch Managers & Management.

- Monitoring the staff working at the branches. Observe Staff with various aspects such as: Body language, dress code & dressing style, working environment, break hours, customer interactions, providing receipts for all transactions, usage of personal belongings such as cell phones while sitting at the counter, staff sitting idle when other counters are busy.
- Monitoring of AAE branches across UAE with respect to their opening & closing hours as per the agreed/fixed branch timings on a daily basis.
- Preparing and sending reports to the management if branch punctuality is not maintained.
- Follow guideline & procedures, understand & comply with the requirements of the monitoring and inspection team.
- Ensure that all escalated complaints related to the staff working at the branches are responded to by the concerned staff.
- Promote harmonious professional working relationship with co employees.
- Contribute to the development & enhancement of the monitoring & inspection working practices.
- To undertake all such duties & responsibilities as and when assigned by the superiors.

Position: Cashier with Customer Service.

Essential Functions & Basic Duties:

- Maintain, manage and monitor all customer related operational issues.
- Develop and communicate business strategies to the branch staff.
- Promotes all Al Ansari services (Bank Transfer, Cash express, National Bonds, Western Union, and all local Finance Services).
- Awareness, references and clarification on Anti-Money Laundering Policy and Procedures awareness by all branch staff monthly.
- Coordinating with banks regarding the pending & rejected transactions.
- Preparing verifying, uploading & transferring payment order for various banks.
- Arranging & chairing weekly team meetings, focusing on targets & achievements.
- Working with the sales and marketing team to drive sales forward.
- Handling new client enquiries and acting as the face of the business.
- To check, monitor and follow up all the on hold and pending transaction on daily basis.
- Follow with concerned staff/customers for collecting the required documents which are needed to release the pending transactions.
- Monitoring all the pending transactions and their status.
- Responsible for the payment order for various banks of different countries.
- Handling telephone inquiries from the branches/customers.

Strength:

- Proven ability to manage through others.
- Capable of remaining focused even in adverse situations.
- Self-motivated, Well-disciplined, Responsible and dedicated to professionalism
- Having Capabilities to shouldering additional requirements, getting easily adjusted with new ideas, & having a learning attitude towards new ideas.
- Excellent communication skills, Leadership and Interpersonal skills.
- Strong decision making and problem solving skills.
- Able to motivate and lead others in a team environment.
- An ability to build rapport and trust quickly with work colleagues.
- Able to prioritize tasks and workloads in order of importance.
- Track record of delivering results within deadlines.

Education and Qualifications

- **MBA specializing in Human resource and Marketing** from Krupanidhi business school, Bangalore Affiliated, India in the year 2011-2013 with First class.
- **Bachelor of business administration** from V.B.S University affiliated, India in the year 2006-2009 with first class.
- **H.S.E** from A.K.M.H.S Kollam, Kerala board, India in the year 2006 with first class.
- **S.S.L.C** from M.E.A English Medium school, Kerala Board, India, in the year 2004 with first class.

Other certificates

- Expert in Tally
- Certified associate in project management (CAPM).
- Good knowledge of Microsoft excels.
- Done S A P.
- Attended Six Sigma Classes.

Hobbies:

- Music.
- Gardening and cooking.

Languages Known:

- Excellent in English
- Excellent in Malayalam
- Tamil and Hindi (reasonable)

Personal Details:

Driving Licence : Valid U.A.E Licence

Name : Mohammed siddiq.A

Father 'name : Asanarukunju .A

Date of Birth : 08/03/1987

Passport No : J7351905

Permanent address : Thenguvilla veedu,
Near E.S.I kottiyam p.o
Kollam, Kerala, India.
Pin: 691571.

Sex : Male

Marital Status : Married

Nationality : Indian

Religion : Muslim

Visa Status : Visit Visa { Exp Date : March 10 2017 }

Declaration:

I hereby declare that all the information furnished above is true to the best of my knowledge and belief.