



HUSSAIN K MAUDIWALA



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Education

Master of Business Administration (MBA)

Distance Education
Madras University, Kuwait

Bachelor of Business Administration (BBA)

Sikkim Manipal University

TRAINING & CERTIFICATIONS

- MS Office Certified – G-TEC Training Institute, Kuwait
- Certified in Supply Chain Management – SIMTEJ Academy, Pune
- Certified in Smartphone Repairing – Kohinoor Technical Institute, Pune
- Certified in Combating Money Laundering & Financial Asset Protection – Kuwait

Languages

- English
- Hindi
- Urdu
- Gujarati
- Arabic

About me

Versatile, achievement-focused, and growth-oriented professional with over 12 years of experience in Customer Service, Business Development, Sales, and Online Operations. Holds an MBA and BBA from reputed universities in Kuwait, complemented by certifications in Supply Chain Management, MS Office, and Financial Asset Protection. Proven expertise in driving customer satisfaction, managing complex operations, and implementing strategic plans to achieve organizational goals. Adept at fostering collaborative team environments, leveraging market intelligence, and promoting a culture of continuous improvement (Kaizen). Known for exceptional interpersonal skills, proactive problem-solving, and a commitment to excellence.

Experience

Sales Manager

Sep 2023 – Present

Everyday Import Export Co.

- Establish and maintain client contacts while developing and executing effective sales strategies.
- Manage day-to-day relationships with assigned clients, understanding their needs and aligning long-term business strategies.
- Communicate consistently with clients via in-person visits, phone, and email to strengthen relationships and generate new revenue opportunities.
- Negotiate contracts, prepare quotations, and develop proposals tailored to client requirements.
- Disseminate SOPs and industry information to operations staff to ensure compliance and efficiency.
- Collaborate with operations and customer service teams (domestic, export, and import) to ensure seamless execution of activities and foster a cohesive team environment.
- Resolve client, vendor, and operational issues promptly and effectively.
- Assist in organizing and coordinating client education seminars.
- Utilize Priority's CRM and Operations system to manage client relationships, pipelines, and opportunities accurately and efficiently.
- Attend weekly solos, management, and operational meetings, preparing reports as needed.
- Contribute to the development of marketing materials, tradeshow displays, and other promotional content.
- Conduct market research to identify new clients and expand business with existing clients in target markets.
- Identify new business opportunities based on market feedback and research to drive personal and company growth.

CORE COMPETENCIES

- Teamwork
- Decision Making
- Organizing Resources
- Records Management
- Pastoral Care
- Team Development
- Liaison
- Accounting
- Strategic Thinking
- Sales Administration
- Interpersonal Skills
- Organizational Skills
- Steadfast Principles
- Workforce Planning
- Network Savvy
- Business Sustainability
- Project Management

HOBBIES & INTERESTS

- Reading
- Traveling
- Watching Movies

Business Development Officer

Jan 2021 – Aug 2023

Delta Express Kuwait

- Prepare and send emails, WhatsApp messages, presentations, and proposals to prospects and customers.
- Collaborate with internal departments to create quotations and fulfill customer requests.
- Maintain positive customer interactions to nurture relationships and ensure satisfaction.
- Conduct daily sales calls, revisit clients, and close leads to drive business growth.
- Analyze industry trends to identify market opportunities and develop services that meet demand.
- Organize meetings with prospects and ensure compliance with company policies and ethical standards.
- Develop and maintain customer relationships through ethical sales methods and tailored propositions.
- Prepare sales plans, manage the sales cycle, and negotiate commercial terms to achieve win-win outcomes.

Customer Care Executive

Apr 2019 – Jul 2020

Unimoni Exchange Kuwait

- Addressed customer inquiries, resolved complaints, and provided product/service information to enhance satisfaction.
- Processed orders, maintained records of customer interactions, and tracked transactions (API, IMPS, EFT, NEFT).
- Managed financial accounts and customer adjustments to minimize grievances.
- Prepared monthly MIS reports for management, detailing queries received and actions taken.
- Handled banking corridors and correspondence for India, Pakistan, Sri Lanka, Philippines, and Egypt.
- Utilized Excel and SPSS for data collection, analysis, and reporting.

Customer Service Officer & Online Operations Admin

2015 – 2019

M/s Bahrain Exchange Kuwait

- Ensured customer satisfaction by addressing needs, resolving complaints, and recommending products/services.
- Processed orders, forms, and requests while maintaining detailed records of customer interactions.
- Coordinated with colleagues to improve service efficiency and resolve issues promptly.
- Provided feedback on customer service processes and implemented solutions to enhance satisfaction.

Business Development Officer

2014 – 2015

Dollarco Exchange Co. Ltd., Kuwait

- Generated leads through networking, marketing, and trade shows, building strong client relationships.
- Maintained a repository of client data, referrals, and presentations to support business growth.
- Supervised CRM databases to manage customer contacts and mailing lists effectively.

Sales Consultant/Cashier

2012 – 2014

Kuwait Bahrain Exchange, Kuwait

- Managed multi-currency fund transfers to over 100 countries and handled foreign/local currency transactions.
- Processed Western Union Money Transfers, Telex Transfers, and NRE account openings.
- Ensured cash security and compliance with company safety standards.