S. SAJJATH

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To find a Job where I am able to put in to practice the experienced, I have gained. Contribute to a theme effort working towards a united goal in a happy atmosphere where my efforts are recognized.

# KEY SKILLS

* Making sure that the business is in compliance with all relevant safety and health regulations. When necessary, being able to give in-depth technical advice about products.
* Excellent organizational skills and Able to quickly build a rapport with customers. Flexible, open to ideas and willing to learn.
* Keep excellent interpersonal relations with colleagues and ready to help.
* Ensuring high levels of customer satisfaction.
* Proficiency in computers: Knowledge of MS Office, VB, VB .Net and ASP .Net
* Adobe Photoshop, Media Studio, Pro Show Gold and Video Workshop

# WORK HISTORY

09. 2010 – 10 2023 **ADNOC DISTRIBUTION, Abu Dhabi**

 Store Supervisor

* Maintained and exceeded monthly sales goals throughout the year.
* Going around the shop floor checking that the way the stock is displayed satisfies the guidelines given by head office.
* Arrange orders and deliveries of stock.
* Keeping track record of KPI.
* Have handles a Team of 15 Members
* Assigns jobs and projects to staff to ensure that deadlines are met

 Safely and accurately.

* Conducts performance evaluations that are timely and constructive.
* Communicates results of inventory reviews to manager
* Ensures smooth store flow, orderliness, and cleanliness.
* Managed all aspects of store presentation and ensured customer satisfaction
* Maintaining security of the store, and implementing measures to reduce theft, loss and leakage.
* Promoted store sales and profit goals
* Processed payments by cash, cards or automatic debits.
* Manages store operations by monitoring inventory and providing store performance reports.
* Organizing store staff work schedules.
* Assigning work tasks to store staff to meet the needs of the store and its customers.
* Monitoring inventory and procurement of new stock as needed.
* Mentoring store employees to benefit the performance of the store.

06. 2008 – 08. 2010 **ASK Prime Tech Pvt.Ltd, Chennai, INDIA**

 Team Leader- UK Process

* Initiate primarily telephonic outbound calls to prospective lead database
* Maintain a computerized customer relationship and prospect database
* Comply with all internal operating procedures and processes
* To follow up with customer or fulfillment officer on the incomplete application forms/documents
* To ensure monthly sales target is achieved and exceed sales performance indicators set by management
* To maintain and uphold service standards set by management and corporate responsibility at all times.

01.2007 – 03.2008 **HDFC Bank Ltd, Chennai, INDIA**

 Loan Verification Officer

* Evaluates loan applications and documentation by confirming credit worthiness.
* Approves loans by issuing cheques or forwarding applications to loan committee.
* Helps customers by answering questions; responding to requests.
* Maintain, manage and track all pending/outstanding loan documents and exceptions
* Update job knowledge on types of loans and other financial services
* Interview applicants to determine finanacial eligibility and feasibility of granting loans
* Go the extra mile to build trust relationships, customer loyalty and satisfaction throughout the underwriting process.

01.2004 – 12.2006 **ICIC Bank Ltd, Chennai, INDIA**

 Loan Verification Officer

* Talking to prospective clients over the phone and face to face.
* Overseeing the loan application process and promptly dealing with any delays.
* Preparing loan applications and documents.
* Familiarize the team with the customer needs, specifications, design targets, the development process,
* Recommending to senior management new lending programs.
* Ensure that goals and objectives are perceived as attainable.

06.2002 – 12.2003 **NET VISION International Call Center, Chennai, INDIA**

 Customer Support Executive

* Attending to customer emails, taking action and responding to the emails.
* Prepare and review expense reports for processing
* Coordinate customer and group meetings both locally and nationally
* Prepare internal reports/documents on a weekly, monthly, quarterly and/or annual basis
* Other general responsibilities as assigned.

# EDUCATION

1999 – 2002 UNiversity of Madras, Tamil Nadu, INDIA

 BSC - Computers

# PERSONAL INFORMATION

Born : March 05, 1981

Citizenship : Indian

Marital status : Married

Languages : English, Arabic, Hindi, Tamil, Telugu, Urdu, Malayalam (Read, Write and Speak)

Hobbies : Watching Cricket and Listening to Music

Visa Status : Visit Visa

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