



MOHAMMED MURSHID FIRZAN

PROFILE

“Energetic, Passionate and highly motivated”.

I have the ability to work in a complex environment, having 3 years' experience at an international Bank along with the experience as an Accounts Assistant. I'm having a strong accounting professional degree focused in Business and management studies.

Name in Full: MOHAMMED FIRZAN
MOHAMMED MURSHID

Date of Birth: 06.07.1999

Marital status: UN-MARRIED

Nationality: SRI LANKAN

NIC #: 991882049V

CONTACT DETAILS



Armour Street, Colombo 12



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LANGUAGE SKILLS

English	PROFICIENT
Tamil	NATIVE
Sinhala	INTERMEDIATE
Arabic	BEGINNER

WORK EXPERIENCE

**Hong-Kong Shanghai Banking & Corporation Limited (HSBC),
Union Place, Colombo 02, Sri Lanka.**

Collections Staff | FINANCIAL BANKING ADVISOR

August 2018 - October 2019

RESPONSIBILITIES

- Customer centricity by fulfilling the customers' requirements.
- Maintaining credit risk knowledge and ensuring relevant documents are created and signed, that all data is accurate, stored and backed up.
- Servicing telephone Customers - inbound and outbound within set time frames.
- Escalating customer issues via complaint management system
- Understanding products, Channels, Propositions and Using business systems and processes.
- Participating in individual and team trainings / meetings to ensure knowledge is up-to-date.

| Awarded as a “Best Performer of Early stage team (specialized in Midrange accounts) of Retail Banking and Wealth management” at HSBC awards night 2019.

| Awarded as a “Best Performer of Early Stage team of Retail Banking and Wealth management” at HSBC Sales and Service recognition award 2018.

F.H.M. HARDWARE, Colombo 12, Sri Lanka

Accountants Assistant

December 2016 - June 2018

RESPONSIBILITIES

- Maintaining general ledger and record transactions on a daily basis.
- Checking and processing invoices, payment vouchers and other relevant documents.
- Maintaining relationship with vendors, dealing with inquiries, offering and demonstrating information about the products.
- Maintaining receipts, records and withdrawals of the stockroom.

PROFESSIONAL SKILLS

- | Good oratory and Communication skills.
- | Customer service management
- | Multi-tasking and time management
- | Analytical and interpersonal skills.
- | Team leadership and working under Pressure.

TECHNICAL SKILLS

- | Proficient in oracle and Banking supports system.
- | Knowledge in MICROSOFT OFFICE SUITE & other IT related software systems.
- | Knowledge on MOBILE HARWARE & SOFTWARE platforms.
- | Knowledge in TALLY accounting software
- | Knowledge in SPSS Statistics software
- | Knowledge of proper BOOKKEEPING and inventory managements.

EDUCATION

International College of Business and Technology (ICBT), Colombo, Sri Lanka (An association of CARDIFF METROPOLITAN UNIVERSITY - UK).

- Completed Bachelor of Science with Honors in Business and Management studies (2019).
- Completed Higher National Diploma in Business Management (2017).
- Completed Diploma in Information Communication & Technology (2016).

Mukarramah International School, Colombo, Sri Lanka

- Completed GCE Ordinary level examination (2015).
- Completed GCE Advance level (GENERAL ENGLISH) examination (2019).
- Completed Introductory Course in Islamic Banking & Finance (IBF)

SPORTS ACHIEVEMENT

- Participated and swam for HSBC in the Mercantile Swimming Championships 2019 (HSBC AWARDED 5TH PLACE).
- Participated and swam for HSBC in the Mercantile Swimming Championships 2018 (HSBC AWARDED 4TH PLACE).
- Participated and awarded in "Shotokan Karate Do" in Sri Lanka at International Shotokan Karate in association of Germany.

ASSOCIATIONS & SOCIETIES

- "Finance Manager" for the event 'Movie Day - Hello Weekend' organized by ICBT CITY CAMPUS (2017).
- "Senior Prefect" at school (2014/2015).
- "Vice President" of English literary association Club of Mukarramah International School (2014/2015).

NOTE: I hereby certify that the above-mentioned information furnished by me is true & accurate to the best of my knowledge.

Non-related referees will be furnished upon Request.