



Contact

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Email

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Address

Doha , Qatar

Education

2019 - 2022

Bachelor of Commerce (B.Com)

Mangalore University, India

2025 - Current

Logistic & Freight Forwarding

DLF Logistic Profession

Language

Malayalam - Native

English - Fluent

Hindi - Fluent

Arabic - Basic

SKILL

- Sales & Customer Relationship Management
- Cash Handling & Financial Operations
- Team Coordination & Staff Training
- Strong Communication Skills
- Customer Service Excellence
- Operational Efficiency & Reporting
- Problem Solving & Operational Support
- Microsoft Excel And Microsoft Word
- Time Management , Multitasking And Adaptability , Accounting Knowledge , Learning Agility

- Qatar valid license

IRSHAD ALI

Experienced and results-oriented professional with over 4 years of expertise in the precious metals, foreign exchange, and hallmarking industries. Demonstrated success in promoting and selling gold, silver, and other valuable products to both individual and institutional clients, with a strong focus on customer satisfaction and market-driven solutions. Adept at handling high-volume foreign currency and remittance transactions, ensuring accuracy and full compliance with AML and KYC regulations.

Previously held a leadership role in a BIS-certified hallmarking center, overseeing daily operations and certification accuracy. Known for strong communication skills, attention to detail, and a proactive approach to problem-solving. Highly adaptable and committed to maintaining service excellence, operational efficiency, and regulatory standards across all roles.

Experience

Falcon Gold and Precious Metals

Sales Executive (Current)

I was responsible for promoting and selling gold, silver, and other precious metal products to both individual and institutional clients. My role involved building strong relationships with new and existing customers, understanding their investment needs, and offering suitable solutions based on current market trends. I consistently worked to meet and exceed sales targets while providing accurate information on pricing and product offerings. I collaborated with internal teams to ensure smooth transaction processing and maintained up-to-date knowledge of the global precious metals market to stay competitive. My strong communication, negotiation skills, and customer-focused approach were key to successfully growing the client base and achieving sales goals. I also played a key role in identifying new business opportunities through market research and lead generation. Additionally, I participated in industry events and exhibitions to increase brand awareness and expand the company's reach.

Al Fardan Exchange

Foreign Currency and Remittance Teller (3 YEARS)

As a Foreign Currency and Remittance Teller, I was responsible for handling daily foreign exchange transactions and facilitating both local and international remittance services with high accuracy and professionalism. My role involved dealing with a wide range of global currencies, ensuring proper cash handling, and verifying transaction authenticity while adhering to internal financial protocols. I provided prompt and courteous service to customers, assisting them with currency exchange, fund transfers, and other financial inquiries, while ensuring a smooth and hassle-free experience. I also ensured full compliance with AML (Anti-Money Laundering) and KYC (Know Your Customer) regulatory requirements, helping to maintain secure and transparent operations. My responsibilities included preparing daily reports, reconciling cash balances, and supporting branch-level audits and inspections. I consistently worked under pressure in a high-volume environment while maintaining accuracy, attention to detail, and a strong commitment to customer satisfaction. In addition, I contributed to team performance by training new joiners, sharing product knowledge, and helping to improve customer service efficiency.

Malabar Gold & Diamonds BIS Hallmarking

Branch Deputy Manager (1 year)

Managed branch operations with a primary focus on ensuring compliance with BIS (Bureau of Indian Standards) regulations for hallmarking gold and silver jewelry. Oversaw daily activities including staff supervision, customer service, and inventory control, while maintaining strict adherence to quality and regulatory standards. Coordinated hallmarking processes, verified certification accuracy, and liaised with regulatory bodies to ensure full compliance.

Worked closely with sales and technical teams to resolve operational issues, enhance customer satisfaction, and support branch performance. Also played a key role in training staff on hallmarking procedures and company policies, promoting high service standards and regulatory awareness across the team. Monitored workflow efficiency to minimize delays in hallmarking and product delivery. Ensured timely reporting and documentation for audits and inspections. Contributed ideas for process improvement to optimize overall branch performance.