

SAJAD UBAIDULLA

974-7013-4972 | sajadubaidulla@gmail.com | Doha, Qatar | Resident Permit with NOC

SUMMARY

Results-driven professional with over 10 years of experience in financial services, customer care, retail, and sales. Proven ability to manage daily branch operations including currency exchange, remittances, and compliance functions while ensuring high service standards and customer satisfactions. Skilled in supervising teams, handling escalated issues, preparing financial reports, and executing marketing campaigns. Strong knowledge in cash handling, KYC, and regulatory compliance. Recognized for excellent communication, multitasking, and leadership skills. Committed to driving operational efficiency and delivering service excellence.

WORK EXPERIENCE

BRANCH MANAGER| AL ZAMAN EXCHANGE W.L.L - QATAR

2024 - 2025

- Managed daily branch operations including currency exchange, remittances, and cash handling to ensure seamless and secure customer transactions in compliance with company policies.
- Delivered exceptional customer service by promptly addressing inquiries, handling escalated complaints.
- Led business development initiatives through targeted marketing campaigns and tele sales efforts, contributing to increased transaction volume and overall revenue growth.
- Prepared and analyzed daily and weekly sales reports, monitored branch performance metrics, and implemented improvements to optimize operational efficiency and service quality.
- Supervised and trained branch staff on customer care standards, compliance protocols, and system usage to uphold high service levels and enhance team performance.

BRANCH SUPERVISOR| AL ZAMAN EXCHANGE W.L.L - QATAR

2022 - 2024

- Supervised front line staff including cashiers and tellers, ensuring adherence to cash handling protocols, transaction accuracy, and compliance with regulatory requirements.
- Oversaw daily branch operations involving currency exchange, remittances, bill payments, and electronic transfers, ensuring smooth, error free customer transactions.
- Verified customer identity and compliance documents (KYC), and addressed customer queries related to transactions, exchange rates, and service details.
- Generated and analyzed daily and weekly sales reports, monitored cash limits, and ensured end-of-day cash reconciliation to maintain financial accuracy.
- Contributed to branch marketing efforts by performing tele-sales activities, promoting ongoing offers, and enhancing customer engagement to support business growth.

TELLER| AL ZAMAN EXCHANGE W.L.L - QATAR

2019 - 2022

- Processed customer transactions including remittances, currency exchange, telex/electronic transfers with speed using the system.
- Delivered exceptional customer service by handling all business-related transactions and providing detailed information on services, rates, and procedures.
- Promoted new services and local offers, enhancing customer awareness through tele-sales and branch marketing efforts.
- Maintained high accuracy in inputting customer and transaction data, ensuring compliance with financial and operational guidelines.
- Educated customers on transaction methods, rate structures, and remittance delivery options, supporting informed financial decisions.

JUNIOR EXECUTIVE ASSISTANT| AMANA BANK P.L.C. - SRILANKA

2016 - 2018

- Performed as front office staff with handling all the customers in queries with best services, opening all types of accounts, handling daily transportation documents and preparing reports.
- Performed as cheque clearing officer as performing all types of cheque transactions, inward and outward clearing and preparing daily monthly and annual reports and sending to head office.
- Performed as a head teller by performing all kind of cash transactions and monitoring sub tellers and handling cash and preparing vouchers in the branch.

BUSINESS DEVELOPMENT OFFICER| AMANA BANK P.L.C. - SRILANKA

2014 - 2016

- Performed as a Business Development Officer, which includes retail banking products, conducting marketing campaigns, and reaching the targets at given time.

KEY ACHIEVEMENTS

- Awarded Best Employee of the Year at Al Zaman Exchange in 2023.
- Nominated for Best Business Development Officer at Amana Bank in 2016.

EDUCATIONAL QUALIFICATIONS

- Completed the G.C.E. Ordinary Level examination in 2010 at Maliyadeva Model College, Sri Lanka.
- Completed the G.C.E. Advanced Level examination in 2013 at Maliyadeva Model College, Sri Lanka.

EXPERTISE

- Microsoft Office
- Customer service
- Communicative
- Reliable
- Confident
- Professional

LANGUAGES

- English – Professional
- Hindi – Good
- Tamil – Fluent
- Sinhala – Fluent

PERSONAL DETAILS

- Date of Birth – 23.01.1995
- Gender – Male
- Nationality – Sri Lankan
- Civil Status - Single