

CURRENTLY BASED IN OMAN | AVAILABLE FOR IMMEDIATE RELOCATION TO  
QATAR, KUWAIT & BAHRAIN



## SAMI SYED

Payroll, WPS & Shared Services Operations Professional | 14 Years Experience

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### SUMMARY

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Payroll and Operations professional with 14 years of experience supporting regulated environments across exchange houses, retail, logistics, and shared services operations. Strong expertise in WPS processing, payroll governance, regulatory compliance, audit support, and operational controls aligned with central bank and labor authority requirements. Proven record in managing high-volume payroll, leading operational teams, improving process efficiency, and ensuring risk-controlled, compliant operations. Experienced in stakeholder management and service delivery across multi-entity and multi-location environments. Open to immediate relocation within GCC.

### EXPERIENCE

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#### Payroll Specialist | Xiaomi Technology India Pvt Ltd

01/2024 - 10/2025

Delivered end-to-end payroll operations ensuring compliance with statutory, tax, and labor regulations. Managed payroll controls including time & attendance validation, deductions, benefits, and final settlements.

Maintained payroll governance through documentation, approvals, and audit-ready records.

Partnered with Finance, HR, and Audit teams to support compliance and reporting requirements.

#### Team Leader - Operations | Redha Al Ansari Exchange LLC

06/2023 - 12/2024

Led WPS and prepaid card operations in line with Central Bank and Ministry of Labour guidelines.

Ensured operational risk controls, maker-checker processes, and segregation of duties.

Managed service delivery KPIs (accuracy, TAT, compliance, customer satisfaction).

Drove continuous improvement initiatives to reduce errors and enhance turnaround time.

#### Operations Coordinator | Al Fardan Exchange LLC

07/2018 - 06/2023

Processed corporate payroll and salary disbursements through WPS in accordance with labor law requirements.

Managed payroll files, bank integrations, and payroll card processes.

Supported regulatory inspections, audits, and internal reviews.

Trained corporate clients on WPS file structure, validation rules, and submission protocols.

#### Customer Service & Operations Executive | Aramex

03/2014 - 03/2017

Supported service operations within defined SLAs and quality standards.

Handled escalations and service recovery for key accounts.

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Used CRM analytics to identify trends and improve service efficiency.

**Business Development Executive | UAE Exchange India**

03/2014 - 03/2017

Identified and captured new market opportunities, strategically expanding the client base.

Directed high-impact, cross-functional teams to deliver innovative solutions, consistently surpassing targets. Executed rigorous market analyses, driving informed product development and strategic positioning.

Negotiated and secured high-value contracts, cementing long-term client commitments. Delivered compelling proposals that consistently closed leads and secured new business.

**SKILLS**

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WPS Processing | Payroll Governance | Regulatory Compliance

Central Bank Guidelines | Labor Law Compliance | Shared Services Operations

Operational Risk Controls | Audit Support | Process Optimization

Data Integrity | Stakeholder Management | Service Delivery Excellence

**LANGUAGES**

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English (Fluent) | Hindi (Native) | Telugu (Native)

**EDUCATION**

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**Marketing Management**

08/2008 - 04/2010

**Osmania University - Master of Business Administration**

Successfully completed a project study on Customer Loyalty for Hyundai Motors

**Business Management**

06/2005 - 03/2008

**Sri Krishnadevaraya University - Bachelor of Business Administration**

**CERTIFICATES**

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**Diploma in Computer Applications**

07/2006

**National Council of Delhi**

Microsoft Office Tools (Word, Excel, PowerPoint)