

## **SYED KHADAR BASHA**

Hyderabad, India

 +91 74169 43406

 abdulkhader1101@gmail.com

 LinkedIn: <https://www.linkedin.com/in/syed-abdul-khader-b7469a172>

### **Professional Summary**

Customer Service and Operations Professional with over 6 years of experience in banking, financial services, and telecom support across India and the UAE. Proven ability to handle high-volume cash transactions, deliver exceptional customer service, and maintain accurate customer and transaction records. Strong background in reconciliations, complaint resolution, and administrative processes. Proficient in Salesforce, Zendesk, QuickBooks, and MS Office. Seeking to contribute my expertise in a customer-focused role within the banking sector.

### **Core Competencies**

- Banking & Financial Transactions
- Customer Service & Support
- Cash Handling & Reconciliations
- Customer Administration & Records
- CRM Systems: Salesforce, Zendesk
- Issue Resolution & SLA Adherence
- Sales Opportunities Identification
- MS Office, QuickBooks, Peachtree

### **Professional Experience**

Service Officer (Cashier)

Al Fardan Exchange LLC – Dubai, UAE | Jan 2023 – Apr 2025

- Handled 100+ daily customer transactions (remittances, currency exchange, deposits) in strict compliance with financial regulations.
- Performed end-of-day cash register and vault reconciliations.
- Addressed customer inquiries and complaints, achieving consistent first-contact resolution.
- Promoted and cross-sold financial products, contributing to 12% increase in branch revenue.
- Updated account records, processed ATM card and cheque-related requests, and ensured accuracy in all financial documentation.

eSupport Officer

24-7 Intouch – Hyderabad, India | Sep 2021 – Jul 2022

- Responded to 50–80 live chat inquiries per day, maintaining a 95% customer satisfaction rate.
- Reduced resolution time for escalated queries by 15%.
- Accurately documented all interactions, adhering to SLAs and internal quality benchmarks.

#### Sales & Admin Support Executive

Point Solutions LLC – Dubai, UAE | Apr 2017 – Mar 2021

- Supported over 25 B2B accounts with pre/post-sales coordination and technical proposals.
- Managed AMC renewals and client communication, improving retention.
- Maintained office inventories, accounting systems (QuickBooks/Peachtree), and CRM data.
- Ensured SLA compliance through coordination between clients and technical teams.

#### Education

Bachelor of Technology (B.Tech) – Computer Science & Engineering  
Jawaharlal Nehru Technological University, Hyderabad – 2018

#### Technical Skills

CRM: Salesforce, Zendesk | Accounting: QuickBooks, Peachtree  
Tools: MS Office, Outlook | Typing Speed: 45 WPM

#### Languages

English – Fluent | Hindi – Fluent | Urdu – Native