



Mohammed Rashid Azmi

GET IN CONTACT

Mobile: +971523082794

Email: nusrashid@gmail.com

PERSONAL DETAILS

- Current Location Dubai
- Date of Birth Aug 26, 1992
- Gender Male
- Marital Status Married

SKILLS

- Customer Service
- Back Office Operations
- Operations
 - Microsoft Excel
 - Sales Distribution
 - Channel Sales
 - Sales

LANGUAGES KNOWN

- English •
- Hindi
- Marathi

COURSES & CERTIFICATIONS

- Ruijie/Reyee Sales Certification (Valid Upto July 2024)

SOCIAL LINKS

- www.linkedin.com/in/mohammed-rashid-azmi-4787b9a8

EDUCATION

Post Graduation	M.Com(Commerce)
College	NES Ratnam college of science and commerce
Year of Passing	2017
Graduation	Bachelor of Commerce(Commerce)
College	NES Ratnam college of science
Year of Passing	2014
Class XII	CBSE
Year of Passing	2011
Class X	CBSE
Year of Passing	2009

WORK EXPERIENCE

Mar 2023 to Present

Sales Executive at Spollex Distribution Computer Trading LLC

Spearheading channel partnership initiatives to amplify sales and exceed targets at Spollex Distribution. Cultivating new leads and fostering business growth through strategic meetings and product training sessions. Boosted sales via channel partners . Hit sales targets through strategic partnerships. Generated new leads for business growth . Trained partners on product offerings.

Dec 2022 to Jul 2023

Sales at Athena BPO

Customer engagement for Citi Bank's Retail Banking Service, focusing on personal loan applications. Resolved client inquiries through effective telephonic coordination, enhancing customer satisfaction. Collaborated closely with Relationship Managers to expedite personal loan processing. Led a sales team to meet and surpass established sales targets through strategic management. Compiled and analyzed Daily Sales Reports (DSR) and Management Information System (MIS) reports to inform decision-

Streamlined loan processing
Enhanced client satisfaction
Boosted Citi Bank loan sales
Exceeded sales targets
Handing team and managing to achieve sales target.
Preparing DSR and MIS report

Oct 2022 to Nov 2022

Relationship officer at GEIB LOYALTY CARDS SERVICES LLC

Dubai, United Arab Emirates ?? On-site
Customer engagement as a Relationship Officer and Sales Coordinator at GEIB for CBD Bank, delivering personalized service and guidance through loan application processes. Executed outbound calls to inform potential clients about loan products, detailing processes and benefits to generate leads and drive sales conversions. Assessed and verified customer eligibility for loan processing, ensuring compliance with financial regulations and institutional policies. Provided exceptional customer support by coordinating effectively to address and resolve inquiries, enhancing client satisfaction and loyalty.. Generated leads and boosted loan sales
Informed customers about personal loan products
Managed client relations at GEIB for CBD bank
Resolved customer queries on loan eligibility

Aug 2021 to Jan 2022

Operation Executive at Freight Tiger

Red Owl Project within the Control Tower Team, ensuring meticulous coordination for the preparation of E-Way Bills in compliance with government regulations. Facilitated seamless import and export operations by preparing E-Way Bills following statutory rules and coordinating with account managers and transporters. Managed daily E-Way Bill invoicing, consistently meeting targeted objectives and maintaining comprehensive MIS and DSR reports. Acted as a central liaison between clients, transporters, drivers, and internal teams to optimize trip execution and address software-related escalations promptly. Managed Red Owl Project, coordinating Eway Bill prep for compliant deliveries. Facilitated import/export Eway Bill adherence, liaising with account managers. Monitored daily Eway Bill targets, produced MIS and DSR reports for oversight. Resolved software escalations, ensuring smooth ops with clients and transporters

Mar 2020 to Jul 2021

Sales at Smart fruit company

Worked as Sale Agent. Meeting with Farmer for Seasonal Fruit's and selling them on good prices and helping to make profits. Selling in bulk to Exporter and mall etc. working on commission basic Arranging transportation for buyer after sale for delivery. Collection of cash from credit supplier. Doing Auction of Tons of Fruits

Sep 2017 to Mar 2020

Operations Executive at Freight Tiger

Streamlined daily logistics reporting to enhance operational efficiency. Conducted on-site training at diverse truck loading locations across Mumbai to elevate customer competency. Diligently updated trip information in the system, ensuring

data accuracy.

Delivered comprehensive training to customers on both mobile and desktop platforms.

Facilitated cross-functional team coordination to expedite incident resolution.

Monitored query tracking, ensuring timely resolutions by service agreements.

Efficiently logged calls and managed incident reports received via phone and email.

Committed to delivering exceptional customer service while strictly adhering to established protocols.

Conducted on-site customer training

Updated trip details & system data

Produced daily logistics reports

Resolved incidents & logged queries

Control Tower member

Customer Service

MIS report and DSR report

Long stoppage

End mile report

Field work to train about product