



Azharuddin Humayunbasha Mohamed

Mogappair West, Chennai Tamilnadu 600050.

itsmeajju1623@gmail.com

+91 9345257505

SUMMARY

As a dedicated professional with extensive experience in retail banking, customer relationship management, and document control, I am eager to bring my skills to your esteemed team. My passion for delivering exceptional service and fostering strong client relationships aligns perfectly with your organization's values. I am excited about the opportunity to contribute to your success and help drive positive outcomes for both clients and the team.

SKILLS

Consumer banking specialist

Loans

Business Development

Relationship building and management

Problem-Solving

Decision-Making

Excellent Communication

Teamwork and Collaboration

Critical Thinking

Good Telephone Etiquette

EXPERIENCE

Retail Banking Officer

Apr 2024 — Apr 2026

Mashreq Bank - Dubai, United Arab Emirates

- Exceeded sales targets by 30% through strategic client engagement.
- Developed tailored financial solutions, boosting customer satisfaction rates.
- Achieved top performer status in quarterly sales competitions consistently.
- Maintained compliance with regulations, ensuring risk management excellence.
- Conducted financial literacy workshops, elevating community trust and loyalty.

Senior Customer Relationship Officer

Jan 2017 — Mar 2024

Bankbazaar Com - Chennai, India

- Conducted market analysis, identifying new opportunities for growth.
- Trained and mentored junior staff, fostering a high-performance culture.
- Collaborated with cross-functional teams to streamline processes.
- Presented quarterly reports, showcasing a 20% revenue increase.
- Led customer feedback initiatives, driving product improvements.
- Cultivated strong client relationships, boosting retention by 30%.
- Resolved customer issues swiftly, improving satisfaction scores by 40%.

Document Controller

Apr 2014 — Dec 2016

BK GULF LLC - Dubai, United Arab Emirates

- Enhanced compliance with industry standards, minimizing audit risks.
- Trained staff on document protocols, elevating team performance.
- Managed version control, ensuring accuracy in project documentation.
- Achieved 100% on-time delivery of critical project documents.
- Leveraged technology to automate processes, saving 20 hours weekly.

Written Communication

LANGUAGES

Tamil

Hindi

Malayalam

English

- Collaborated with cross-functional teams, improving project timelines.

EDUCATION

Leo Matriculation Higher School

2005 — 2006

Chennai, India | High School Diploma in Matriculation

- Completed Advanced Placement courses in Science and Literature

Leo Matriculation Higher School

2007 — 2008

Chennai, India | High School Diploma in Commerce Computer Science

- Completed Advanced Placement courses in Science and Literature
- Received the Academic Excellence Award in Mathematics
- Graduated with Honors, achieving a GPA of 3.8/4.0

St. Thomas College of Arts & Science

2008 — 2011

Chennai, India | Bachelor of Arts in Computer Application

- Graduated with Honors in Bachelor of Arts
- Achieved a GPA of 3.8/4.0
- Completed a thesis on contemporary art
- Received the Dean's List recognition for 4 semesters