

MOHD SAOOD
mdsaood1993@gmail.com
NEW DELHI, INDIA
+91 7836921030



Objective

To learn, grow and excel as a professional, where my organization and job responsibilities give me a chance to serve the organization better.

Arabic language professional in advanced and modern Arabic language and translation (JMI, India) Having **four years** of exposure in client handling, vendor management in banking sector Translation and interpretation, audit, proof reading, sanity checks and evaluation. Seeking career with modern trade, business and corporate giants

Key Competencies

Good communication skills in Arabic and English	Good presentation skills in Arabic and English	Good oral and verbal knowledge of Arabic and English
Soft language skills/Customer service	Arabic to English translation and vice versa/Interpretation	Proof reading, audit and sanity checks

Professional Work History & Experience

November 2021 till present

Company : HSBC

Location : Bangalore

Designation : Manager SME Client Servicing

Liaising with audit team to generate audit report as per customer request

July 2019 to October 2021

Company : Mashreq Bank (Mashreq Global Services)

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Location : **Banglore**

Designation : **senior associate Operations**

- Calling international clients (as Mashreq Bank is Dubai based bank and Dubai has become international business hub, so Arabic clients are from Arab countries like Egypt Bahrain Yemen Lebanon Iraq Libya Saudi Arabia and UAE and English clients are from all over the world) for transactional verification for high value payment, we have different segment for different clients as per their transaction value, so verification questions are also changed as per segment, if clients provide all the information correct as per our SOP we process the payment otherwise we refer that case to RM asking head' s approval to waive off call back or follow up with RM to follow his further instructions.
- Handling mail box
- Having exposure for UAT for banking application Dexter and EDMS
- Working as an assistant Relationship Manager for the Payment Operations

July 2017 to till march 2019

Company : **Amazon Development Center**

Location : **Chennai**

Designation : **Digital content associate**

Job Profile :

- Managing a high-volume workload within a deadline-driven environment auditing around an average of 40 books in any given week and consistently met performance benchmarks in all areas (speed, accuracy, volume).
- Auditing around 40 books a week with extreme focus on quality standard.
- Preparing detailed error reports for the vendor and Publisher for error correction and follow up with them till all the errors are rectified for readers satisfaction.
- Conducting sanity checks to make sure all errors of the reports have been rectified and the book is ready to publish.
- Prescreening the matters in view of the quality standard before it goes for detailed audit while reducing the time and efforts of the auditors.
- Doing PR Audits with great care and focused attention to make sure its entirely errorless.
- To give detailed information of our policy and conversion guidelines to the vendor.

Other translation projects:

Translated various news articles into Urdu for publication in Urdu News Papers

Education

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Education and Qualifications

10th from Uttar Pradesh Madarsa Board Lucknow July 2009 to May 2010

12th from Uttar Pradesh Madarsa board Lucknow July 2011 to May 2012

B.A from Jamia Millia Islamia New Delhi July 2014 to May 2017

ADVANCE DIPLOMA IN MODERN ARABIC LANGUAGE AND TRANSLATION from **JAMIA MILLIA ISLAMIA** in July 2015 to May 2016 evening classes.

Computer Cognizance

- ✓ Diploma in computer application

Activities & Interests

Actively participated in various extracurricular activities during school and College. like playing Cricket, Badminton and Traveling.

Personal Information

Father's Name	:	Ameer Ahmad
Date of Birth	:	02-09-1993
Sex	:	Male
Marital Status	:	Single
Nationality	:	Indian
Languages Known	:	English, Arabic, Hindi, and Urdu
Religion	:	Islam

Self-Assessment

I have flair of learning new things and accepting challenges. I also have a realization and strongly believe that my skills, determination, logical thinking and devotion will prove to be better than the best amongst everybody, if provided a chance to prove my abilities.

Mohd Saood

References can be provided if asked.

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