

Muhammad Awais Ghouri

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Visa Status– Visit Visa

Personal Details : Pakistani National |

Open to Relocation: Yes

D.O.B : 06-10-1994



Professional Summary

I have been 6 years working experience of cash manager in banking sector. I have manage the cash asset of a bank, provide face to face service services in bank and handles customers concerns and complaints. Collect payments by accepting cash cheques or change payments from customers and make change for cash customers. They also oversee treasury operations analyze financial data and to senior management

Achievements

- Training of more than 60 employee of cashier.
- Zero errors in cash balancing in last 3 years.
- Consistency in promotion last 3 years
- Growth of bank business through improving in customer service system.
- 70% reduced customer complaints in last 2 years.
- Improve infrastructures of bank for quick service to customers.
- Management of cash stock turnover successfully in all over tenure of my services.
- Maximum use mode of payments money instruments.
- Efficient in foreign currency exchange transaction.

Awards Certificate

- Achievement of certificate highest employees training award received in MCB Bank.
 - Achievement of certificate High standard customer service award received in Bank Alfalah.
 - Achievement of certificate highest customer complaints resolve award in MCB Bank.
 - Achievement of certificate of zero errors in cash balancing award in MCB Bank.
 - Achievement of certificate Highest bank insurance product sale award in bank alfalah
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6 Years Professional Experience

Bank ALFalah Limited

2 Years Experience as cash officer 16/01/2018 to 31/01/2020

Jobs Descriptions

Provide fast and excellent customer service to the customer in a very professional way with smile, greet, offer and thank rule.

Collect all supporting documents for the transactions conducted and arrange for keeping them in files as per uniform filing system and AML policies.

Read understand sign and follow all the announcements from head office .

Always keep the counter drawers, table and workplace neat and clean.

Attend all telephone calls and give information as required by the laws.

Identify and seize potential customers or business.

Promote cross sell new products and services.

Provide adequate and necessary information whenever required head office.

Resolve the customer complaints.

2 Years Experience as cash officer 16/01/2018 to 31/01/2020

MCB Bank Limited

4 Years Experience as Office cash manager 04-02-2020 to 05/12/2023

Jobs Descriptions

- Cash withdrawal and deposit, cheque deposit inter account transfer.
- ATM cash replenishment, cash withdrawal loading with vault main safe and end of day reconciliations of cash and valuables.
- Meet customer understand needs and provide services related to demand drafts, cheques returned outward clearing and related transactions.
- Processes bills cheques for collection of inward and outward post inward and outward clearing cheques process returned cheques.
- Answer the branch telephone calls in a professional manner while assisting customers with their queries.
- Updated the currency rate board on daily basis display prevailing buying, selling foreign currency notes.
- Post debit, credit vouchers non financial date sheet and hand filing of documentation.
- Ensure correctness of cash requested and received from vault and its related postings.
- Review services quality production system and client reporting within cash operation.
- Engage with coverage and product teams to understand client pain points and identify solutions.
- Manage staff performing identify area of development, training and make recommendation for pay increases promotions hiring etc of team.
- Cash forecasting on daily weekly monthly and quarterly basis.
- Follow bank policies and procedures including cash handling and security measures.
- Accurately handling cash, credit card transaction and give change.
- Becoming efficient in handling foreign exchange currency transaction and cash discount vouchers.
- Manage day to day cash position to ensure adequate liquidating to meet immediate cash disbursement requirements.
- Supervise administered and resolve cash management issue.
- Managed internal and external communication related to cash disbursement.
- Resolve to any issue related foreign currency exchange.
- Manage incoming and outgoing cash effectively on daily basis.
- Ensure timely and accurate application and customer payments.

Additional Skills

- Excellent knowledge of Ms office
- Financial analysis and reporting and Excellent numerical skill
- Bank security expert
- Cash handling expertise
- Business development expertise
- Team leadership and Effective communication
- Problem solving , quick decision making
- Investing surplus cash

Education:

- M.COM (Masters in Commerce) (2016)
- B.COM (Bachelor in Commerce) (2014)
- D.COM (Diploma in Commerce) (2012)

Language Proficiencies:

- English
- Urdu
- Excellent in verbal & written.

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Professional Summary

I have 4 years experienced of Marriott hotel restaurant as hotel manager and 2 years experience of head of waiters in Serena Hotel with a proven track record of increasing customer satisfaction reducing costs and boosting profit. Skilled in developing and implementing efficient processes leading teams creating and inviting atmosphere. Adopt at training and motivating staff to provide excellent customer service and ensure compliance with health and safety regulations.

Achievements

- Solving a problem or challenge decrease customer complaints.
- Saving cost negotiating a better deal from supplier.
- Increase sales 20% by using of effective marketing tools
- More than 60 staff members trained in last 3 years.
- Created a more efficient back up and disaster recovery system produced over 150 recoveries for our clients.
- Improve the hotel restaurant structure and improve quality of hotel.
- Leading to better internal communication and improved staff retention.

Awards certificate

- Achievement of internal award certificate dedication to customer service two months running beating 200 of my fellow employees.
- Won a hotel industry award certificate for creative execution of a campaign.
- Highest sale in one year achievement award certificate.
- Highest waiters' staff training award certificate received.

Profession Experience

- Serena Hotel

2 years experience as a Head of Waiters 16/01/2018 to 16/01/2020

Jobs Descriptions

- Train and supervise waiters and waitresses to give high standard of service in terms of time quality and personalization.
- Supervise the mise en place of the assigned station to ensure smooth service duty operation.
- Check and ensure the serviceability of equipment and furniture.
- Sell food and beverage so as to meet restaurant budget.
- Take food and beverage orders correctly.
- Inspect tables layout in station ensuring that they meet the standard set.
- Ensure that staff meets hygiene and discipline standard.
- Control the inventory of cutlery and service equipment allotted the station.
- Prepare a daily shift hotel operation summary report.
- Maintain health relation with the staff and crew member.
- Determine daily target and earning.
- Handle the complaints and queries and solve the effectively.
- Evaluate the performance of the staff and train them.

- Marriot hotel restaurant

4 years experience as a Hotel restaurant manager 16/01/2020 to 10/12/2023

Jobs Descriptions

- Coordinate daily front of the house and back of the house hotel restaurant operations.
- Deliver superior service and maximize customer satisfaction.
- Respond efficiently and accurately to customer complaints.
- Regular review product quality and research and vendors.
- Organize and supervise shifts
- Appraise staff performance and provide feedback to improve productivity.
- Estimate future needs for goods kitchen and cleaning products.
- Control operational costs and identify measures to cut waste.
- Create detail reports on weekly monthly and annual revenues and expenses.
- Handling all staffing responsibilities including hiring training and scheduling.
- Purchase all food and supplies and overseeing use of food and beverages within require dates a minimum waste.
- Supervising staff in terms of food preparation, customer service cleaning and repairs to restaurant and goods.
- Accomplishing, Financial objective in budgeting analyzing, preparing and maintaining proper serving protocols.
- Administrative assistant for resident care assist resident services.
- Promote the brand in the local community through word of mouth and restaurant events.
- Build and maintain strong relationship with visitors and clients.
- Creating and applying marketing strategy to promote the restaurant services.

Additional Skills

- Excellent knowledge of MS office.
- Process excellent verbal and written communication skill.
- Cultural awareness Skill.
- The ability to priorities and juggle multiple responsibility.
- Problem Solving and organizational skill.
- Conflict management skill.
- Inter personal and team work skill.
- Supply change management and menu devolvment.
- Management and administration skill
- Positive attitude, attention to detail.
- Kitchen equipment operation and maintenance.

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Professional Summary

Highly motivated sales manager with 6 years of experience leading successful sales teams and implementing innovative strategies that resulted in a 25% increase in market share and a 20% increase profitability. Skilled in analyzing competitor activities developing counter strategies and establishing strong relationships with key customer to increase retention and satisfaction. Proven track record in managing budgets creating incentive programs and exceptional sales training programs to drive revenue growth and team productivity.

Achievements

- Successfully meet company sales targets by 100% between the years of 2019 to 2023.
- Trained 50+ sales officers and support staff members within a short time span of 3 years.
- Increase customer base from 3500 to 6100 within 8 months by employing strategic sales initiatives.
- Develop and implemented a new sales strategy that resulted in a 25% increase in market share and a 20% increase profit within the first year.
- Lead and motivated a sales teams of 15 to achieve sales goals resulting in a 30% increase in revenue and a 25% increase in customer satisfaction.
- Developing and manage a sale budget resulting in a 30% increase in revenue and a 20% decrease expenses.
- Established and maintained relationship with key customers in a 30% increase in customer satisfaction.
- Monitored and analyzed sales performance metrics and trends resulting in 30% increase in a sales productivity and 15% increase in revenue.
- Created and managed sales incentive programs resulting 25% increase in sale productivity and a 20% increase customer satisfaction.

Awards Certificate

- Achievement of highest sales target award in 2022.
- Achievement of highest training of sales staff award in 2021.
- Achievement of consistency in sales target achieve award in 2023.
- Highest profit achieve award for effective marketing in 2019.
- Best sales manager award received in 2023.

7 Years Professional Experience

Centaurs Shopping Mall

2 Years Experience as sales officer 16/01/2017 to 31/01/2019

Emporium Shopping Mall

5 Years Experience as Sales manager 04-02-2019 to 05/12/2023

Jobs Descriptions

- Develop and implemented sales strategies to increase market share and profit.
- Monitor and analyze sales performance and trends.
- Establish maintain relationship with key customers.
- Monitor and evaluate competitor activities.
- Develop and implemented sales training programs.
- Created manage sales incentive programs.
- Develop and manage customer services policies.
- Create and manage sales promotions
- Analyze customer feedback and develop strategies to improve customer satisfaction.
- Develop and manage sales reporting system.
- Supporting the sales operation to ensure excellent customer experience and generate revenue.

- Find develop and manage multiple key accounts.
- Manage the full sale cycle including order to ensure smooth operation.
- Working with customer and sales to submit accurate internal fore cost.
- Identify and managing sales forecast for customer.
- Be able to deal with complex enquiries and sales lead promptly.
- Proactively identify and mapping to target new business opportunities with system integrators.
- Understanding the global market to identify future customers and product requirements.
- Identify and converting business development opportunities.

Additional Skills

- Excellent knowledge of Ms office
- Excellent people leadership management capability including effective management of stakeholders.
- Effective communication and negotiations skill.
- Time management and prioritization.
- Training and coaching, deal strategy.
- Market analysis and competitor research.
- Creating and sales plans and process.
- Forecasting sales and creating report.
- Team building and motivation.
- Customer relationship management and business development hunter.
- Driving growth revenue and profit.
- Financial data integration
- Identify and access management system

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