



# Muhammad Khalid

Cash Supervisor – GMG Consumer Retail

## Profile

Self-motivated and ambitious professional nourished with interpersonal and leadership characteristics together intensive knowledge and competence of review, respond and manage transaction queries, checkout administration, banking submission and financial insight with complete practice of demonstrate accurate and detailed reporting cash flow, account statement and post summary well-function with modern database applications, analytical tools and cloud platform. Further proficient in making decision and contribute for determine managing funds generate from business operations and leads respectively.

## Work Experience

- **Cash Supervisor – GMG Consumer Retail**  
(January 2023 – present)
  - Plan, organise and execute day-to-day entire operations of the cash department proceedings always ensure health and safety guidelines of checkout reservation to maintain higher standard of work environment always keeps arranged and exhibit featured appearance to offer exceptional customer service experience at any occasion.
  - Counting regular safe figures priorities with security measures prior to commence each shift, govern endorsed safe fund inward and outward tally physical cash with system generated reports, maintain adequate denomination change and provide required forms, subscription documents, applications and necessary tools to obtain essential data inputs of proceedings.
  - Conduct random assessment internal audit to prevent discrepancies and ensure appropriate cash handling procedures are applying by cashiers during process transactions, accepting payments, return due back to customer and reconcile the drawer upon closing.
  - Verify and process scheduled bank deposit in local and foreign currency payments calculate and classified denomination collected in different currencies with their respective value are matching with recorded amount of individual envelops and system generated currency tender amount.
  - Resolve customer complaints in professional manner identify concerned issues related to service standards, contact assistance, incomplete fulfilment and payment errors by seeking suitable solution to address ensuring customer satisfaction and retention.
  - Disburse petty cash payments and claims with approval of store manager continue to update in accounts payable monthly expenses report and submit claimed voucher, soft & hard copies of invoice and receipts to the finance for the petty cash replenishment.
  - Update and post statistics on finance portal extract from cashier reports together upload system generated reports and affiliate files on dedicated DSR cloud platform folder to be review by accounting and finance, disclose any errors or discrepancies immediately to LP and finance.
  - Perform formal administration of coordinate office procedure sort, verify and respond telephone calls, emails, inquires and requests, perform manual documenting copying, scanning, printing, updating and data records, manage correspond files and acknowledgment
  - Additionally educate and accommodate new hire staff to perceive fundamental knowledge and competence of handling cash, process transaction and following standard operation Procedures compliance with accounting and finance policies.
- **Cashier BOC Exchange – Bandaranaike International Airport**  
(September 2020 – July 2022)
  - Assigned to process currency exchange transactions and represent frontline banking operations together providing exceptional and courteous customer service to local travellers and foreign visitors upon their arrival and departure, proactively attended to assist and guide through acquire extensive knowledge of addressing concern.
  - Interacted with local and foreign travellers at the lounge as primary contact for all kind of inquiries related to exchanging currencies, conversional rates, required supportive documents, immigration acknowledgments and security procedures due in processing transactions.
  - Get visitors travel document to record and verify recipient identity and authentication before processing the conversion of concern currency accurately update KYC details, receive currency denominations and process on the tier system compliance with banking regulations.
  - Being aware existing currency values and prospective measure priorly published from authorities and prepared for effectively respond to instant change of currency value and committed to reduce the impact of variance by actively seek preference from management.
  - Keep monitoring currency exchange market trends and refer management about improvements required to promote banking facilities and consistently meet service standards set for eliminate poor customer impression and deliver convenient service compliance with anti-money laundering regulations.

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## Education

- College education advance level Accounting and Finance - (2015)
- Diploma in Business Management London Business School - (2018)

## Volunteering

- Volunteer event coordinate Adnoc Pro League – Al Nasr Sports academy Volunteering team (2024)




## Certificates

- Certificate in Microsoft office - (2021)
- Counterfeit currency and anti-money laundering monetary policy - (2019)
- Medical outreach emergency evacuation - (2019)
- Entrepreneurship, innovation and development - (2020)

## Language proficiency

Measures	📖	📝	🗣	📺
• English	✓	✓	✓	✓
• Hindi	!	!	✓	!
• Tamil	✓	✓	✓	✓
• Sinhala	✓	✓	✓	✓
• Arabic	!	✓	!	✓

## Sports

- Swimming 
- Badminton 
- Cycling 

## Skills and Competencies

- Excellent communication
- Interpersonal and leadership
- Adaptability and transformation
- Mathematical and analytical skills
- Accounting and financial reporting
- Cash handling and administration
- Database and cloud applications
- Evaluation and comparison
- Impact assessment and auditing
- Customer engagement Assistance
- MS Excel, Word and Spreadsheets
- Accuracy in data and information
- Review, determine and judgment
- LP-Loss Prevention compliance
- Innovation and development