



## AQIB JAMEEL

### Contact Details:

Permanent Address:  
108/185, New Model House,  
Lucknow – 226001.

### Correspondence Address:

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### Languages:

- |           |       |
|-----------|-------|
| • English | ★★★★★ |
| • Hindi   | ★★★★★ |
| • Urdu    | ★★★★★ |

### Personal Details:

Marital Status	Married
Nationality	Indian
Religion	Muslim
Passport No	M2132659
D.L. No. (UAE)	4657275
Visa Status	Employment

### Certification:

- Certificate of Anti-money laundering.

### Achievements:

- Completed my monthly Cross-selling target each time.
- Appreciated for making a profit to the company.

### Additional Information:

- Holding a UAE Driving License.

### Career Objective

To work in a Professional Organization under a challenging working environment for a better future and getting involved in innovative tasks, leading to organizational and personal growth by creative application of my Value-based convictions, set of skills, Knowledge and professional dexterity.

### Working Experience

**2021- Present:** Assistant Branch in-charge in Sharaf Exchange (UAE)

**2017-2021:** Head Cashier in Emirates India International Exchange (UAE)

**2014-2017:** Branch Incharge in Dastarkhwan Restaurant, Lucknow (U.P)

### Education Certification

**Bachelor of Arts** from Integral University Lucknow.

**Intermediate** from Career Convent School Vikas Nagar Branch Lucknow.

**High School** from Kendriya Vidyalaya RDSO Branch Lucknow, India.

### Work History

**2021- Present: Assistant Branch in-charge in Sharaf Exchange (UAE)**

#### Job Description:

- Overseeing day-to-day operations of the branch, ensuring smooth functioning and adherence to operational policies and procedures.
- Leading and managing branch staff, training, scheduling, performance evaluation, and disciplinary actions when necessary.
- Overseeing day-to-day administrative operations of the office, including managing schedules, appointments, and office supplies.
- Handling incoming and outgoing communications, including emails, phone calls, and mail. This may also involve drafting and proofreading correspondence.
- Maintaining and organizing physical and electronic records, files, and documents. This could include confidential information, personnel records, financial documents, and more.
- Assisting with financial tasks such as processing invoices, managing petty cash, reconciling expenses, and maintaining financial records.
- Ensuring high-quality customer service by resolving escalated customer issues, handling complaints, and maintaining customer satisfaction.
- Setting and achieving branch sales targets, developing strategies to attract new customers, and fostering relationships with existing clients to enhance business growth.
- Identifying and mitigating risks associated with branch operations, including fraud prevention, security measures, and operational risks.
- Monitoring branch financial performance, including revenue, expenses, and profitability, and taking appropriate actions to achieve financial targets.
- Preparing and submitting regular reports to higher management, providing updates on branch performance, operational issues, and other relevant metrics.
- Managing resources effectively, including budgets, staffing levels, and equipment, to optimize branch performance and productivity.
- Providing ongoing training and development opportunities for branch staff to enhance their skills and knowledge, ensuring they are equipped to perform their roles effectively.
- Monitoring service quality and adherence to standards, implementing improvements as necessary to maintain high levels of service delivery.

- Regularly evaluating branch performance against key performance indicators (KPIs) and taking corrective actions as needed to achieve targets and goals.

**2017-2021: Head Cashier in Emirates India International Exchange (UAE)**  
**Job Description:**

- Maintain a positive work environment for all cashiers.
- Resolve cash till the end of every shift.
- Generate accurate reports for each register.
- Communicate clearly and openly with customers.
- Manage and perform all check-out functions on a daily basis.
- Manage the check-out area and ensure each station remains clean and efficiently run.
- Respond to cashier's requests for price checks and other functions for customer service.
- Listen to customer complaints and questions and refer them to the assistant manager when required.
- Ensure all stations have adequate cash and change at all times.
- Serve as the primary point of contact for customer service associates.

**2014-2017: Branch Incharge in Dastarkhwan Restaurant, Lucknow (U.P)**  
**Job Description:**

- Hiring, training, scheduling, and supervising staff members, including servers, cooks, and other personnel.
- Ensuring excellent customer service by addressing customer inquiries, and complaints, and ensuring overall customer satisfaction.
- Overseeing inventory levels of food, beverages, and supplies. This involves ordering new stock, monitoring usage, and minimizing waste.
- Generate the Purchase order as per the requirement.
- Handling budgeting, financial reporting, and cost control measures to ensure the restaurant operates within budgetary constraints and maximizes profitability.
- Ensuring that food quality sizes meet the restaurant's standards and regulatory requirements.
- Maintaining a safe and clean environment by adhering to health and safety regulations, conducting regular inspections, and implementing corrective actions as needed.
- Handling administrative duties such as payroll processing, scheduling, record-keeping, and reporting.
- Addressing any issues or challenges that arise during daily operations, such as equipment malfunctions, staff conflicts, or supply shortages.

**Declaration:** I hereby declare that all the given information above is true and best of my knowledge.