



Contact

Address:

Dubai - UAE

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Personal Information

Date of Birth : 06/06/1994

Nationality : India

Gender : Male

Marital Status: Single

Passport & Visa Details

Passport No : P8944400

Expiry Date : 23/05/2027

Visa Status : Employment Visa

Languages Known

→ English

→ Hindi

→ Nepali

→ Urdu

Educational background

- B.com from JAI PRAKESH UNIVERSITY -2014
- Intermediate From B.S.E- 2011
- Matriculation From B.S.E- 2009

MIRJA GULAM

- BRANCH OPERATION SUPERVISOR -

Career Objective

I am a mature, positive and hardworking individual, who always strives to achieve the highest standard possible, at any given task. In my previous role as a Sales Representative, I demonstrated the ability to work under intense pressure, sell products and services to customers from all backgrounds, handle customer complaints and solve problematic situations as and when they arose.

Professional skill

- To provide excellent customer service at branch customer.
- Receive/issue cash transaction instruments.
- Collect cash against any transaction.
- Complete on-account transactions vouchers.
- Be available to open & close the branch.
- Pay cash against authorized cheques, credit cards as per business policy
- Reconcile own cash box against actual transaction at the end of the day.
- Knowing Multiple language speak read and write English, Hindi, Nepali, and Urdu.
- Receive foreign currency from the authorized person.

Work Experience

▷ Presently working as a **BRANCH OPERATION SUPERVISOR** with **SHARAF EXCHANGE** since jan 2022 to till now In Dubai UAE.

- *Balancing the cash at the end of the day, preparing necessary reports and sending to higher management.*
- *Ensured the efficient daily operation of the branch including sales, customer service, and supervision.*
- *Check security and safety in accordance with the organization's objectives.*
- *Effective resource utilization, monitor and enhance the performance and productivity of customer service team.*
- *Ensured the company Anti-Money Laundering policies and procedures are strictly adhered to.*
- *Ensured front office procedures and controls are being adhered by branch staff.*
- *WPS Company Registration, KYC, Salary processing cash, cheques or account transfers and salary authorization.*
- *Create monthly target tracking spreadsheet to monitor the business.*
- *Tracking active and inactive customer details.*
- *Supported sales promotion activities including promotional campaigns and marketing.*
- *Performed other duties as per the requirement or instructions from the management.*
- *Efficiently handled branch operations in absence of manager.*
- *Support for Digital Marketing.*

▷ Worked as a **CASHIER CUM CUSTOMER SERVICE EXECUTIVE** with **SAFARI HYPERMARKET** for the period of JULY 2019 to OCT 2021 in Muwaileh Sharjah.

- *Collect payments whether in cash or credit.*
- *Manage transactions with customers using cash registers.*
- *Scan goods and ensure pricing is accurate.*
- *Suggesting guidelines on personal skincare regimes.*
- *Cross-selling beauty therapies and products.*
- *Making appointments and documenting treatments.*
- *Keeping your workstation and tools clean and sterile.*

Declaration

I hereby declare that the above information is true and correct according to the best of my knowledge & my experience. If selected I assure that I would perform to the best of my abilities, early awaiting a Positive response.

MIRJA GULAM