

# IHJAS K MAJEED

## BRANCH ASSISTANT SUPERVISOR

+971 552858068 @lhjasmajeed@yahoo.com https://www.linkedin.com/in/ihjas Dubai



### EXPERIENCE

#### BRANCH ASSISTANT SUPERVISOR

**Delma Exchange (UAE)** 07/2016 - Ongoing Dubai & Sharjah

Managing the day-to-day operations of the branch and ensuring that all transactions are processed efficiently and accurately

- Supervising and training branch employees to appropriately handle customer service and calls, monitoring day-to-day progress
- Ensuring compliance with all regulatory requirements (KYC, CDD, EDD) and conducting internal audits to identify any potential weaknesses or issues
- Maintaining strong relationships with customers and ensuring their needs are met in a timely and professional manner
- Monitoring and controlling the branch's expenses and revenues, and ensuring that the branch operates within its budget
- Keeping up-to-date with market developments and changes in foreign exchange regulations, and communicating these to the relevant stakeholders
- Play a proactive role in customer relationships and handling customer queries and complaints
- Locate corporate customers, facilitate them to attend a meeting, collect their proper documents and verify to manage the registration process
- Control and monitor the development of schedules on time
- Performing other duties as assigned by senior management.

#### ACCOUNTS ASSISTANT

**Rasheeda Medicals (India)** 12/2014 - 01/2016 India

Maintaining all financial records and transactions are recorded in a timely and accurate manner

- Assisting the prepare of annual budget and budget forecasting.
- Supporting the sales team to increase revenue and profit target, Monitor all general ledger accounts with cost effects and its supporting transaction documents.
- Preparation of Bank reconciliation statement.
- Maintain cash book and petty cash custodian.
- Manage purchasing procedures and manage accounts receivable and payable.
- Maintain good relationships with business associates and financial institutions
- Prepare and report monthly financial reports to management

#### SALES EXECUTIVE AND ACCOUNTS ASSISTANT

**Fila Gold (India)** 03/2012 - 10/2014 India

Providing a friendly and helpful service to the customers

- Demonstrating good product knowledge to customers on key promotional and offers
- Handle customer service problems and jewellery repair requests
- Advise customer on quality, cuts, or value of jewellery and gems and in selecting mountings or settings for gems
- Perform other duties as assigned by manager.
- Maintain records related to sales, customer complaint handling, etc
- Pay- in slip Generating, Banking, Stock maintaining, P&L calculation
- Preparing Bank reconciliation statements and coordinating with Bank
- To ensure the shop profitability

### SUMMARY

Assistant Supervisor with 7 years of experience. Managing position responsibilities for supporting department and overseeing day-to-day operations, coordinating projects, and ensuring the efficient performance. Maintaining good leadership with team, providing training and support, and implementing effective strategies and generating sales.

### LANGUAGES

English	Proficient	●●●●●
Tamil	Proficient	●●●●●
Hindi	Proficient	●●●●●
Malayalam	Native	●●●●●

### SKILLS

MS Excel	Exchange	MS Office	
MS Word	P&L	Payroll	Peachtree

### EDUCATION

#### Bachelor of Commerce

**Shobhit University**

05/2011 - 05/2014

#### Computerized Foreign Accounting

**UK International**

06/2014 - 01/2015

#### ARABIAN GULF PACKAGE

**Spectrum Educations**

01/2015 - 07/2015