

# Ajeeb Bin Sayed Kassim



## Personal Info

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**Phone**  
+ 971 501345530

**Address**  
Karama, Dubai

**Citizenship**  
Indian

**Date of birth**  
1992-03-05

**Marital status**  
Married

## Skills

Human Resource Management

Decision making

Communication Skills

POS & Cash Handling

Administration

Problem solving

## Software

Microsoft Word ★★★★★

Microsoft Excel ★★★★★

Casmex ★★★★★

ERP ★★★★★

SAP ★★★★★

Experienced Human Resource Administrator & Cash Officer with over 7 years of experience in Retail , Financial & Manufacturing Sector with Excellent reputation for resolving problems and improving customer satisfaction.

## Work History

2021-06  
2023-09

### HR Administrator & Cash Officer

*DownTown Trading Corporation, Kerala, India*

- Advertised job opportunities on social media platforms and job boards.
- Addressed employee conflicts with appropriate urgency, following all corporate procedures.
- Structured compensation and benefits according to market conditions and budget demands.
- Maintained optimal staffing levels by tracking vacancies and initiating recruitment and interview processes to identify qualified candidates.
- Developed succession plans and promotion paths for staff.
- Organized company-wide events designed to boost employee morale.
- Oversaw hiring, staffing and labor law compliance.
- Improved office efficiency by effectively managing internal communications and correspondence.
- Advocated for staff members, helping to identify and resolve conflicts.
- Completed human resource operational requirements by scheduling and assigning employees.
- Coordinated schedules to arrange management interviews with applicants.
- Advertised job opportunities on social media platforms and job boards.
- Evaluated strengths and weaknesses of candidates through effective screening processes.
- Verified applicant references and employment details.
- Maintained filing system of current, prospective and future positions.
- Developed recruiting strategies to identify qualified candidates and build network.
- Oversaw liquidity and cash management operations.
- Provided treasury and cash management by overseeing reconciliation of banking activity, credit card processing and sales tax returns.
- Developed strategic plans for day-to-day financial operations.
- Performed banking, business administration and financial tasks to guarantee five-star service for clients.

2018-09  
2020-10

### Assistant Manager (Shift Manager)

*AL Ghurair Exchange, Dubai, United Arab Emirates*

- Built and strengthened customer relationships by leveraging excellent interpersonal and communication skills.
- Sold and cross-sold bank products to new and existing customers.
- Completed highly accurate, high-volume money counts via both manual and machine-driven approaches.
- Turned in excess cash to maintain drawer security.
- Removed mutilated currency from circulation.
- Counted and packaged currency and coins.
- Logged cashier's checks and other transactions to maintain accurate account records.
- Reconciled cash drawer and resolved discrepancies.
- Answered customer inquiries regarding account balances, transaction history, services charges and interest rates.
- Educated customers on use of banking website and mobile apps.
- Identified sales opportunities and referred customers to branch partners in financial services.
- Learned about customer's financial needs, established trust and optimized sales

## Languages

English	★★★★★★
Hindi	★★★★★★
Malayalam	★★★★★★
Tamil	★★★★★★
Arabic	★★★★★★

## Volunteering

2021-04 - 2021-05

*Covid-19 Community Volunteer*

## Certificates

2018-09

### Counterfeit Currency Training

2018-09

### Anti Money Laundering (AML) Training

2018-09

### Fraud Training

## Hobby/Interest

- Social Service
- Sports
- Movies
- Event Cordinations
- Movies
- Travelling
- Motivational Speaks

## References

### Vidya Bhagyesh

*Human Resource Manager, Al Ghurair Exchange, Dubai*

vidyahari11@gmail.com, +971501998353

opportunities resulting in quality customer service.

- Processed customer transactions promptly, minimizing wait times.
- Collaborated with team members to achieve target results.
- Resolved problems, improved operations and provided exceptional service
- Offered friendly and efficient service to customers, handled challenging situations with ease.
- Maintained energy and enthusiasm in fast-paced environment.
- Drove operational improvements which resulted in savings and improved profit margins.
- Counted money in drawers at beginning and end of each shift.
- Maintained customer satisfaction with quick and professional handling of product returns.
- Responded to customer requests for products, services and company information.
- Recommended products to customers, thoroughly explaining details.
- Answered product and service questions, suggesting other offerings to attract potential customers.
- Answered customer telephone calls promptly to avoid on-hold wait times.
- Clarified customer issues and determined root cause of problems to resolve product or service complaints.
- Offered advice and assistance to customers, paying attention to special needs or wants.
- Optimized customer support by establishing collaborative service environments through targeted operational initiatives.
- Followed up with customers about resolved issues to maintain high standards of customer service.
- Cross-trained and backed up other customer service managers.
- Trained new personnel regarding company operations, policies and services
- Implemented and developed customer service training processes.

2016-03

- 2018-08

### HR Administrator & Cash Officer

*K.M. Trading L.L.C, Dubai, United Arab Emirates*

- Oversaw exit interviews and off-boarding process for resigned and terminated employees.
- Organized company-wide events designed to boost employee morale.
- Developed succession plans and promotion paths for staff.
- Oversaw hiring, staffing and labor law compliance.
- Collaborated with entire human resource department to discuss new ways to recruit top talent.
- Handled on-boarding process for newly hired employees, which included distribution of all paperwork
- Updated HR database with new employee information, changes in benefits and other details.
- Maintained optimal staffing levels by tracking vacancies and initiating recruitment and interview processes to identify qualified candidates.
- Addressed employee conflicts with appropriate urgency, following all corporate procedures.
- Advocated for staff members, helping to identify and resolve conflicts.
- Completed human resource operational requirements by scheduling and assigning employees.
- Pre-screened resumes prior to sending to corporate hiring managers for consideration.
- Processed employee claims involving performance issues and harassment.
- Motivated employees through special events and incentive programs.
- Directed job fairs to bring in local talent for long term and seasonal positions.
- Maintained human resources regulatory compliance with local, state and federal laws.
- Resolved customer issues for front-line and departments throughout store by



- employing strong operations knowledge and problem-solving abilities
- Trained and coached cashier team members on checkout procedures and strategies to maximize customer satisfaction.
- Verified accuracy of daily cashier batches by checking receipts, checks and cash.
- Backed up cashiers and customer service employees on questions such as rules on refunds and defective items.
- Built positive relationships with customers to increase repeat business.
- Quickly and accurately counted drawers at start and end of each shift.
- Processed customer refunds and exchanges according to established guidelines.
- Operated cash register for cash, check and credit card transactions with excellent accuracy levels.
- Reconciled cash drawer at start and end of each shift, accounting for errors and resolving discrepancies.

2014-08  
- 2015-05

### **Accounts Executive (Cash Office)**

*LuLu Group International, Kerala, India*

- Maintained petty cash records of debits and credits in accordance with established policies and procedures.
- Sorted and counted coin and currency to make change for associates.
- Researched and resolved account discrepancies.
- Trained new employees on proper cash routines, procedures and requirements.
- Balanced safe, prepared tills and prepared register bags for next sales date.
- Trained new associates on POS system and key sales tactics to run cash office.
- Verified deposits, rectified discrepancies and processed end-of-day paperwork using [Software] with [Number]% accuracy.
- Increased customer satisfaction by resolving issues.
- Clarified customer issues and determined root cause of problems to resolve product or service complaints.

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## **Education**

2015-05  
- 2022-11

### **MBA FINANCE, (Masters Degree)**

*Bharatiar University*

2011-06  
- 2014-05

### **B.Com , (Bachelor's Degree)**

*MG University*

**I Declare that the above furnished details are true to the best of my knowledge and belief.**

**Place: Karama**

**Date: 1 October 2023**