



Mohammad Kabiruddin Khalique

Al Zarooni Bldg, Deira, Dubai, United Arab Emirates.

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Professional Summary

Assistant Branch Incharge with over 12 years of work experience in the field of Customer Service, Teller, Head Cashier and Branch Operation Management. Motivated team leader with strong work ethics and Complex problem-solving skills. Maintains positive attitude and believes in teamwork.

Experience

- Emirates India International Exchange, United Arab Emirates.** 08/02/2018 - 05/04/2024
Assistant Branch Incharge
Duties & Responsibilities
 - To manage daily operations of the branch.
 - To supervise and motivate the staffs to achieve the branch business objectives.
 - To train and supervise the branch staffs to follow the compliance rules and procedures without fail.
 - To implement business development strategies to achieve the assigned branch target.
 - To check and verify the daily cash deposits and day end Currency reports.
 - To coordinate with Area Manager and treasury team to take the competitive rates in the market to get more business.
 - To provide warm, friendly and welcoming atmosphere for both employees and customers.
 - To provide quality and excellent services to the customers.
 - To resolve customer complaints promptly and efficiently within the TAT.
 - To motivate the staffs toward cross-selling to new and existing customers to increase branch revenue.
- Firstsource Solutions Ltd, Mumbai, India.** 2015 - 2017
Senior Customer Service Associate
- Serco Bpo Pvt Ltd, Mumbai, India.** 2014 - 2015
Senior Customer Service Associate
- Firstsource Solutions Ltd, Mumbai, India.** 2011 - 2013
Senior Customer Service Executive
- Haji Abdul Majid Memorial Hospital and Research Center, Hojai, India.** 2008 - 2010
Assistant Physiotherapist

Education

- Sikkim Manipal University** 2014
Bachelor of Arts in Economics
Grade - A
- Sikkim Manipal University of Allied Health, Medical and Technological Sciences** 2007
Diploma in Medical Physiotherapy Technology
Grade - B
- Assam Higher Secondary Education Council** 2004
HSC(12th Standard)
Grade - B

Skills

- Customer Service
- Sales and Marketing
- Branch Management
- Computer
- Leadership
- Communication
- Teamwork
- Problem-solving
- Complaint-handling
- Team Management
- Cashier Skill

Languages

- English, Hindi, Bengali, Urdu and Assamese.

Interests

- Swimming, Playing & Watching Cricket Game

Personal Information

- Nationality: India.
Date of Birth: 12/05/1985.
Passport No: P5189404.
Visa Status: Cancelled.
Marital Status: Bachelor.
Gender: Male.
Home Country Address: H. no 243, Lanka, Assam(India).