

**Sakul Hameed M**

**Mobile:** 8870373730

**E-mail:** sakulhameed2000@gmail.com

**Location:** Ras Al Khaimah, UAE



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## **Career Objective**

To develop my career as a Management Professional where I will be a valuable team member, contributing valuable ideas, training, motivation, and work for the organization where there is a scope for individual as well as organizational growth.

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## **Professional Experience**

**Assistant Branch Incharge**

**2014 – April 2024**

**Emirates India International Exchange LPC, Ras Al Khaimah**

- Supervised the performance of CSOs and Cashiers to ensure optimum productivity and high-quality service to customers, achieving branch goals.
- Monitored overall branch performance, including target vs. achievement, staff allocation & productivity, training staff, MIS reports, income & expenses.
- Provided direction and leadership, strategized, and investigated operational and managerial functions.
- Grew customer base and business relationships through internal and external marketing programs.
- Managed cash and security documents, ensuring optimum cash balance.
- Ensured internal control procedures were always in place.
- Responded to inquiries from the AML Unit in a timely manner.
- Maintained good public relations with customers and the community.
- Managed difficult customer situations, providing resolutions, information, or additional options.
- Reported any untoward incidents to the related department heads and top management.
- Conducted timely branch meetings to discuss strategies for achieving branch targets.
- Managed team and obtained daily activity reports.

**Customer Service Officer & Cashier**

**2008 – 2014**

**Emirates India International Exchange LPC, Ras Al Khaimah**

- Handled customer service operations, ensuring high-quality service and customer satisfaction.
- Assisted in cash handling and maintaining security documents.
- Supported the overall performance and productivity of the branch.

**Ceasar Trading LLC, Dubai, UAE**

- Performed data entry operations.
  - Controlled and managed all bank transactions.
  - Maintained monthly stock statements.
  - Managed petty cash operations.
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**Skills**

- **Management & Leadership:** Team supervision, performance monitoring, strategic planning, and leadership.
  - **Customer Service:** Handling inquiries, managing difficult situations, and maintaining public relations.
  - **Financial Management:** Cash handling, security document management, and financial reporting.
  - **Operational Efficiency:** Staff training, productivity monitoring, and internal control procedures.
  - **Data Entry & Analysis:** Data entry operations, MIS reporting, and stock statement maintenance.
  - **Marketing:** Internal and external marketing programs to grow the customer base.
  - **Technical Proficiency:** Proficient in Tally 9.1, Microsoft Office Suite, and other computer applications.
  - **Communication Skills:** Excellent verbal and written communication skills, effective collaboration with cross-functional teams, and strong customer interaction capabilities.
  - **Relevant Software Knowledge:** Proficient in using software and tools relevant to financial and data management, such as Tally, Microsoft Office, and other industry-specific applications.
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**Educational Qualification**

- **Bachelor of Commerce (B.Com)**  
Bharathidasan University, Trichy, Tamilnadu, India (1994-1997)
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**Technical Qualification**

- **Diploma Certificate in Tally 9.1 (Accounts with Inventory)**  
CSC Computer Educations, Tamilnadu, India
- **Lower Grade Certificate in English Typewriting** Govt. Technical Education Board,  
Tamilnadu, India

- **Diploma in Computer Application**  
Private Computer Education Centre, Tamilnadu, India
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## Personal Details

- **Father's Name:** Mohammed Ariff
  - **Date of Birth:** 17/07/1973
  - **Nationality:** India
  - **Marital Status:** Married
  - **Religion:** Muslim
  - **Languages Known:** English, Hindi, Arabic, Tamil, Malayalam
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## Passport Details

- **Passport No.:** Y9540842
  - **Date of Issue:** 27/10/2023
  - **Date of Expiry:** 26/10/2033
  - **Place of Issue:** Dubai
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## License Details

- **License No.:** 755191
  - **Date of Issue:** 17/03/2004
  - **Date of Expiry:** 21/03/2024
  - **Place of Issue:** Dubai
  - **Category:** Light Vehicle
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## Declaration

I hereby declare that the information furnished above is true and correct to the best of my knowledge and belief.

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**Sakul Hameed**