

# AMJAD HAMEED

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Fujairah United Arab Emirates (UAE)



## EXPERIENCE

### Accounts Manager

#### Al Zaman Restaurant

04/2024 - Present

- Financial Record keeping: Sustained accurate records of all financial transactions, including daily sales, expenses, and inventory costs.
- Budget Management: Prepared and checked budgets to ensure cost-effective operations and optimal resource allocation.
- Payroll Processing: Supervised staff payroll, including calculating salaries, taxes, and other deductions accurately and on time.
- Reporting: Generated financial reports, including profit and loss statements, balance sheets, and cash flow analyses for management review.
- Accounts Payable and Receivable: Directed vendor payments, customer billing, and reconciliation of accounts.
- Compliance: Ensured adherence to local financial regulations, tax laws, and internal accounting standards.
- Assist customers with their queries and resolve issues promptly

### Counter Agent

#### Thrifty Car Rental UAE

03/2023 - 06/2023

- Customer Assistance: Greeted customers and provided guidance on car rental options, pricing, and policies to ensure excellent service.
- Reservation Management: Handled bookings, cancellations, and modifications to reservations efficiently using the company's software system.
- Documentation: Processed rental agreements, verified customer identification, and ensured all required documents were complete.
- Payment Processing: Directed cash and card transactions, including deposits and refunds, accurately and securely.
- Vehicle Allocation: Coordinated with the operations team to ensure the availability and readiness of vehicles for rental.
- Issue Resolution: Addressed customer complaints, resolved disputes, and provided solutions to ensure customer satisfaction.

### Manager

#### Pakistan State Oil ( PSO)

08/2020 - 10/2022

- Supervised daily operations, including fuel distribution and inventory control.
- Team Leadership: Managed and motivated staff to ensure high performance, efficient service delivery, and adherence to company policies.
- Customer Relations: Maintained strong relationships with customers by addressing inquiries, resolving issues, and ensuring satisfaction.
- Sales and Revenue Growth: Developed strategies to enhance sales, monitored revenue targets, and implemented promotional campaigns to attract customers.
- Reporting and Analysis: Prepared detailed reports on sales, expenses, and operational performance to inform decision-making and strategy planning.
- Regulatory Compliance: Ensured adherence to government regulations and company standards related to health, safety, and environmental guidelines.

## SUMMARY

**Accomplished Accounts Manager** with extensive experience in managing financial operations, budgeting, and forecasting. Skilled in preparing financial statements, overseeing accounts payable/receivable, and ensuring regulatory compliance. Adapt at streamlining processes to improve efficiency and accuracy in financial reporting. Strong leadership abilities with a proven track record of driving profitability and maintaining effective client relationships. Dedicated to delivering strategic financial solutions and supporting business growth.

## CERTIFICATION

Valid UAE Driving License

## LANGUAGES

### Basic Arabic

Beginner



### English

Proficient



### Punjabi

Proficient



### Urdu

Proficient



## SKILLS

### Good Communication Skills

Team Management

MS Office

Financial Reporting

Budget Management

Tax Compliance

Cost Analysis

Audit Coordination

Payroll Management

Problem Solving

## PASSIONS



Financial Accuracy



Process Optimization



Team Collaboration



Strategic Planning

## EXPERIENCE

### Manager

#### HASCOL

11/2018 - 04/2020

- Operations Management: Supervised day-to-day operations, ensuring smooth fuel supply chain processes, and maintaining optimal stock levels.
- Team Supervision: Led and trained team members to enhance productivity and ensure compliance with company policies and safety standards.
- Customer Service: Managed customer relationships by addressing complaints, ensuring quality service, and promoting customer satisfaction.
- Sales Strategy Implementation: Tracked sales performance, implemented promotional activities, and developed strategies to achieve revenue targets.
- Regulatory Compliance: Ensured operations adhered to industry regulations, environmental standards, and company protocols.
- Managed budgets and expenses for cost-effective financial reporting.

### Assistant Sales

#### Capital Smart City Project

03/2018 - 09/2018

- Client Relationship Management: Assisted potential clients by providing detailed information about property options, pricing, and payment plans.
- Sales Support: Facilitated the sales process, including documentation, customer inquiries, and follow-ups to ensure smooth transactions.
- Marketing Assistance: Supported promotional campaigns by distributing materials, coordinating events, and highlighting project features to attract buyers.
- Data Management: Maintained accurate records of customer interactions, leads, and sales progress in the company's database.
- Customer Service: Addressed client concerns promptly and professionally, ensuring a high level of satisfaction.
- Market Research: Monitored market trends and competitors to provide insights for improving sales strategies and offerings.

### Customer Service Executive

#### UFONE (Higher Education Commission Project)

07/2017 - 01/2018

- Customer Support: Assisted students and faculty members with queries related to the Higher Education Commission's services, ensuring quick and accurate resolutions.
- Issue Resolution: Troubleshooted and resolved technical issues, providing effective solutions to maintain customer satisfaction.
- Feedback Management: Collected and documented customer feedback to improve service offerings and report insights to management.
- Collaboration: Coordinated with technical teams to ensure seamless execution of project goals and service continuity.

## KEY ACHIEVEMENTS



#### Financial Reporting

Prepared and delivered accurate financial reports, improving decision-making processes.



#### Process Improvement

Streamlined accounting workflows, reducing reporting time.



#### Budget Management

Effectively managed budgets, resulting in a cost reduction.



#### Client Relations

Strengthened client relationships, boosting retention.

## EDUCATION

### MBA

#### National University of Modern Languages Islamabad

2016 Islamabad

- CGPA 3.97/4.0

### B.com

#### Rawalpindi College of Commerce Rawalpindi

2012 Rawalpindi

### FSC

#### Saint Mary's Academy Tulsa Road Rawalpindi

2010 Rawalpindi