

# Mustaqeem Alwan

Blackburn

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I am an approachable, friendly, helpful person and have the ability to work flexibly in order to meet the needs of the business. I keep a logical and structured approach to my work and always maintain professionalism. I have consistently established that I can work well under pressure and under challenging circumstances to achieve excellent results. I possess strong organisational skills to effectively meet strict deadlines. I am a responsible and reliable individual who is hard working and shows exuberance at any given opportunity. I possess good interpersonal skills and have a drive to further develop my knowledge and learn new skills and abilities and I use this to motivate others to follow suit. I thrive to add value and maintain a high standard of myself and for the company that I work for.

## Work Experience

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### **Accounts Receivable Specialist**

EG Group - Blackburn

October 2022 to Present

- Performing the Direct Debit Run on a daily basis that brings between 2 to 6 Million Euros into the company.
- Using VLOOKUP's required to perform the DD Run successfully
- Booking Repayment Plans for customers and clearing their overdue balances.
- Training and coaching new and existing team members
- Liaising with Area and Regional managers to come up with actions/solutions to clear BDDs. (Bounced Direct Debits)
- Creating new Processes and Manuals.
- Started a new project for CNG (Compressed Natural Gas)
- Reconciling accounts on a daily basis and analysing discrepancies
- Learned advanced skills on SAP and EXCEL
- Allocating payments from the general ledger to their corresponding fuel accounts
- Delegated tasks to team while the Team leader was on annual leave
- Chasing up overdue accounts for invoices and payments
- Generating weekly reports to send to senior managers in head office and Germany office
- Booking Invoices and offsetting them with payments
- Ensuring the G/L is up to date and all payments have been allocated correctly
- Completing tickets using the EG ticketing system
- Liaising with the team leader to come up with new processes to make the work load more efficient

### **Restaurant General Manager**

QFM Group KFC - Blackburn

August 2021 to October 2022

- 2 ROCC Audits, 2 Passes.
- Record sales; weekly record 19.9k, daily record 4.5k.

- Recruited and completed training of all new staff.
- All KPI's Met 3 months consecutively.
- Recruited and signed off 2 Shift leaders to form part of the management.
- Increased trans count by adding an offer on the rewards card with The Mall.
- Reviewing P&L's

### **Assistant Restaurant General Manager**

Euro Garages KFC - Blackburn

May 2018 to July 2021

- 5 ROCC Audits, 5 Passes.
- 5 Star EHO visit.
- Record sales; weekly record-92.3k, daily record-16.3k, hourly record-2.3k.
- 3rd highest weekly sales store in the uk - Week- 18th may 2020.
- Signed off Restaurant General Manager.
- Successfully opened the dual lane drive thru as part of my RGM sign off.
- Developing all staff and motivating them.
- Strong familiarity of the expectations of the store itself and as part of EG Group.
- Completed all management tasks including; rotas, banking, stock counts, ordering, logging maintenance issues, issuing weekly figures and forecasting sales.
- Delegating tasks and following up.
- Managed the store whilst the RGM was on annual leave.
- Developed strong and positive relationships with all staff members including senior management within EG head office.
- Recognising talent and rewarding staff.
- Approachable and enjoyable to work with whilst also maintaining professionalism.
- Assisted with investigations and disciplinaries within EG stores.
- Follow and maintain brand and company high standards.
- Meeting and exceeding sales targets, labour targets, GAP targets and GES targets
- Heavily focused on pushing upgrades, customer satisfaction and gold standard products by motivating the team.
- Strong positive customer service background putting the customer first.
- Completed recruitment of new staff members and assigning their training.

### **Sandwich Artist / Supervisor/ Assistant Manager / Store Manager**

Subway - Blackburn

October 2015 to May 2018

- Highest weekly sales in June 2016 as Store Manager.
- Perform weekly WISR counts and end of month stock counts to then replenish and order stock on a weekly basis and reduce stock loss.
- Develop good day to day operations to ensure the branch is organised to run efficiently.
- Finalise weekly banking and payroll.
- Recruit and manage the team.
- Drive customer service and increase sales consistently to achieve targets.
- Plan and organise staffing schedules in advance.
- Motivate and manage staff to be more productive.
- Complete external audits on a monthly basis
- Effectively communicate company aims and objectives.
- Prepare and hold staff meetings.

## **Manager**

Island Foods - Blackburn

June 2010 to October 2016

- Promoting the company and leafleting on a regular basis, making potential customers aware of the products and services we provide through opportunities like food festivals.
- Creating brand awareness through social media.
- Marketing strategies, to increase turnover.
- Develop management plans ensure the branch is organised to run efficiently.
- Banking and payroll.
- Confidently taking phone orders.
- Recruit and manage the team.
- Following and abiding to Food Hygiene Standards.

## **Manager**

Pizza Island - Blackburn

April 2008 to August 2015

- Drive customer service and increase sales consistently to achieve targets.
- Plan and organise staffing schedules 3 to 4 weeks in advance.
- Motivate staff to be more productive.
- Replenish and order stock on a weekly basis.
- Reduce stock loss and take audits on a monthly basis.
- Effectively communicate company aims and objectives.
- Prepare and take staff meetings.

## Education

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### **Diploma in Digital Applications**

Blackburn College - Blackburn

2008 to 2011

### **E3 Certificate in Health and Safety in a workshop**

Blackburn College - Blackburn

2007 to 2008

### **E3 Certificate in Motor Vehicle Care**

Blackburn College - Blackburn

2007 to 2008

## Skills

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- Health And Safety (4 years)
- Driving (10+ years)
- Quality Control (1 year)
- Customer Service (6 years)
- Microsoft Word
- Microsoft Powerpoint

- Marketing
- Training
- Fast Food
- Accounts Receivable (1 year)