# Mohammad Rafiuddin

**Branch Head** 

Professional and qualified Branch Head with over 14 years of extensive experience with an exceptional proven record of successful branch operations, revenue oriented effective cost management, compliance, staffing, and outstanding customer experience.



## Contact

**Address** Ajman, United Arab Emirates 6223

Phone +971-50-8869075

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# Skills

**Retail Operations** 

Compliance

Foreign Currencies

Management

**Business Development** 

Relationship building and management

# • Work History

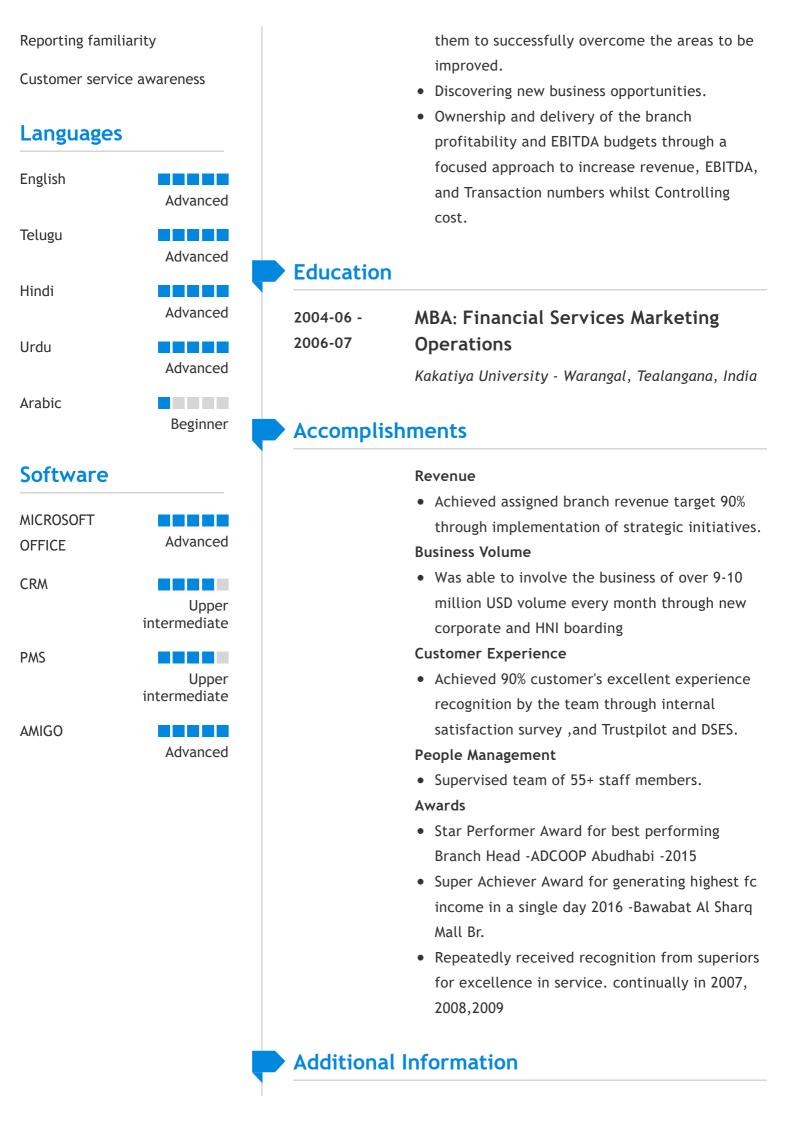
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Current

## **Branch Head**

### UAEEXCHANGE CENTRE LLC, United Arab Emirates

- Managing day-to-day operations of the branch and ensure that all Operations are carried out effectively and efficiently in the branch Strictly adhere to the operational guidelines as issued by the company.
- Ensuring that all the safety and control measures are being implemented in the branch as per guidelines and policies issue by the company.
- Play the role of Business Development Manager and be accountable for targets.
- Conduct periodical market intelligence and escalate market feedbacks.
- Creating and maintaining a healthy environment which ensuring operational development of the employees
- Work in tandem with the Corporate Business team and involve in relationship building by regular visit to Customers
- Ensure that timely and quality service is rendered to all the customers of the branch.
- Closely monitor and control the expenses and payments made in the branch.
- Ensuring that all policies and procedures are being implemented in the daily operations of the branch.
- Monitor individual staff performance and help



#### ASSIGNED BRANCHES

- AL MANAMA Ajman (As Supervisor)
- Lotus Boutique-Dubai (As Asst Manager)
- Metro Green Line Branches
- Dragon Mart
- Al Sajja
- World Trade Centre Mall-AbuDhabi,
- Adcoop
- Bawabat Al Sharq Mall
- Marina Mall
- Al Nakheel (Ras Al Khimah)
- Al Jazeera\*
- \*Currently working Branch

#### INTERPERSONAL SKILLS

- Demonstrated experience in managing a geographically dispersed employee base
- self -aware, open-minded with a high degree of personal and professional integrity
- Excellent influencing ,negotiating , and communications skills and high levels of personal confidence and self-sufficiency
- The ability to build strong relationships, developing trust and credibility with customers, partners, peers, teams, internal and external stakeholders.

## REFERENCES

#### SAM CHERIAN P

AVP RETAIL SALES & SERVICES HEAD OF OPERATIONS Mail: sam.cherian@ae.uaeexchange.com

## ANOOP RAJAGOPAL

Regional Business Head Mail: anoop.rm@ae.uaeexchange.com