



Dinesh Ramachandran

Multi-tasking Manager well- known for creating a positive workplace culture and high-performing teams. Talented with expert team leadership, planning and organizational skills built during successful career. Smoothly equip employees to independently handle daily functions and meet customer needs. Diligent trainer and mentor with exceptional management abilities and results-driven approach.

 Dubai - United Arab Emirates 

Work Experience



Branch Manager • Sharaf Exchange LLC

May 2021 - Present

- Assessed employee performance , reviewed issues and implemented corrective action plans, leading to the result.
- Consistently met or exceeded goals by monitoring and improving performance through consistent employee recognition.
- Managed day-to-day operations, including supervision and assignment delegation over saw store opening and closing, including reconciling cash drawers and making bank deposits.
- Maintained full compliance with laws and regulations by tracking changing conditions.
- Prepared P&L statements and other divisional reports for senior management review.
- Developed advanced product knowledge to share current information while generating and delivering products quotes.



Supervisor- Customer Service • Sharaf Exchange LLC

September 2019 - May 2021

- Guided and coached staff to achieve individual growth and sales production targets.
- Monitored daily and weekly key performance indicators to maintain on-track status.
- Carried out store-closing balancing procedures, reporting discrepancies to management for swift resolution.
- Handled large quantities of cash safely and responsibly throughout transactions and balancing procedures.



Executive - Customer Service • Sharaf Exchange LLC

February 2017 - September 2019

- Monitored evolving foreign exchange rates, updating systems on a timeframe basis.
- Handled large quantities of cash safely and responsibly throughout transactions and balancing procedures.
- Achieve daily/weekly transaction targets
- Solved customer issues and disputes through careful research and active communication.
- Execute sales of products as per the direction on product mix from Supervisors



Officer • UAE Exchange and Financial Services Ltd

November 2013 - February 2017

- Provided high level of customer service through friendly approach, strong professionalism and timely assistance with customer transactions.
- Processing SWIFT transactions.

- Buying and Selling of foreign currencies and traveler's cheque and issuance of FCDD and Multi currency forex cards.
- Analyzing the market situation and planning accordingly for better results.
- Cross sell the all the products and services of company.

Education



2009 - 2012

University of Calicut

Batchelor of Science Mathematics

Skills

- Relationship Building
- Leadership
- Planning
- Good Communication
- Adaptability
- Flexibility
- Quick Learner
- Compliance Regulations
- Operations Management

Languages

- English — Professional
- Hindi — Professional
- Malayalam — Native or Bilingual
- Tamil — Professional