



RAMYA MARY

Corporate Associate



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ramyamar191996@gmail.com



Dubai, UAE

EDUCATION

Bachelor of Business Administration (B.B.A)

- North East Frontier Technique University

Higher Secondary Certificate

- Sheshadripuram university

Senior Secondary Certificate

- St Claret School

TRAINING

- Advanced Anti-Money Laundering & Counter-terrorism Financing from Emirates India international exchange

COMPUTER SKILLS

- Windows, MS-Office

PERSONAL ATTRIBUTES

- Striking positive relationships with clients & team members
- Excellent communication, with clear and assertive professional language
- Self-confident and motivated to take up challenging assignments
- Fast learner, motivated to constantly improve my skills and knowledge

INTRODUCTION

Experienced Finance Executive with a demonstrated history of success in the Financial Services industry. Skilled in Operations Management, Microsoft Office, Customer Relationship Management, Corporate Handling, Team Building, and Market Research.

I have consistently exceeded expectations through hard work and continuous learning.

SKILLS SUMMARY

- Branch Management
- Team Management
- Corporate Handling
- Cash Management
- MIS Reporting
- Anti-Money Laundering
- Compliance Management
- Document Management
- International Transaction Processing

WORK EXPERIENCE

Emirates India International Exchange

Corporate Associate

April 2020-Present

- Assist customers in person and via telephone and maintain friendly and professional customer interactions.
- Drove business strategy to focus on Corporate and HNI customers
- Expertise in handling overseas offshore salary payments, especially for large ship management companies
- Checking the rate for corporate and individual clients on various currency such as EURO, GBP, AUD, CAD, INR, SGD &, etc. with the treasury and update the client and always make sure to book the contract in profit.
- Onboarding New companies compiled with regulatory requirements including CBUAE and AML policy.
- Effectively and timely clarification of customer queries, documentation, and follow-up of customer concerns and complaints.



Emirates India International Exchange

- Assistant Branch In-charge
March 2019 – April 2020



Responsibilities

- Assist the Branch In-Charge in the efficient running of the branch.
- Handle 2nd level of customer complaints/escalations if any.
- Ensure branch staff adheres to the expected customer service levels.

LANGUAGE SKILLS

- English, Hindi, Malayalam, Tamil, Kannada, Tulu

PASSPORT & VISA DETAILS

- Valid Indian passport
- UAE Employment Visa

PERSONAL DETAILS

- Nationality: Indian
- Date of Birth: 30 Jan 1996

PROFESSIONAL REFERENCES

- Can be provided on request

- Mentor and groom new team members and ensure smooth transitioning of the product knowledge and make recommendations for training and improvement of procedures.
- Monitor day to day transactions of the branch and report unusual, structured, suspicious, blacklisted ones to the Branch In-Charge.
- Attend counter customers, remittances sending and receiving from any part of the world, telex transfers.
- Business development as instructed by the Branch In-Charge.
- Help Branch to maintain the productivity standards at the branch in order to maintain quality related aspects in terms of TAT and accuracy.
- Review and check work of CSO's and Cashier's such as reports, records, and applications for accuracy and content, correct errors if any and provide relevant and timely feedback.

Emirates India International Exchange

- Customer Service Officer
16 August 2017 – March 2019



Responsibilities

- Process customer remittances to any part of the world.
- Execute foreign bank transactions for both corporate and individual customers.
- Welcome customers and answer queries, check the exchange rates and update.
- WPS registrations and processing transactions as well
- Assist branch manager regarding branch operations.
- Sale and purchase of FCN (foreign currencies)
- Dealing with foreign currencies, maintain proper in and outflow of cash to perform errorless remittance and FC transactions.
- Handling and tracking of transactions, amendments, and cancellations.
- Effectively and timely clarification of customer queries, documentation and follow up of customer concerns and complaints.
- Segregating and filing documents with day end report at EOD

DECLARATION

- I hereby declare the above given information is correct & complete to the best of my knowledge & belief.

Ramya Mary