

# MOINUDHEEN ANAMKADAVIL

## Strategic Professional

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## Key Skills

Branch Operations

Cash Management

Cost Optimisation

Accounting

Revenue growth

Business Development

Customer Service

Back Office Operations

Team Management



## Profile Summary

- ▶ Strategic professional with **14 years (2 years as Operation Manager, 4 Years as Cluster Head, 5 Years as Branch Head)** experience in leading branch operations, controlled and monitored branch resources i.e., operating staff, sales team as well as the relationship manager channel for business acquisition and achievement of branch budgets
- ▶ Expertise in managing money transfer, currency exchange and payment solutions services
- ▶ Conducted due diligence inquiries on individuals, firms and organizations suspected of money laundering crimes and terrorist financing crimes, utilized research & analysis of public records, commercial databases, global media sources and the internet
- ▶ Monitored costs in a difficult economic environment; introduced new risk controls in the wake of a heightened regulatory framework, improved processes and ensured that customers received the best service experience
- ▶ Selected as Service Champion of the year 2008 by customer care department and awarded Service Excellence Award 2008 by COO
- ▶ Managed customer service operations, ensured customer delight by achieving delivery & quality service in the shortest possible time
- ▶ Communicated with clients and merchants to improve and develop business relationships cordially, in addition to maintaining constant follow-up on their feedback



## Soft Skills



Communicator



Thinker



Innovator



Collaborator



Intuitive

## Trainings

- ▶ Internal Audit Quality Management system (QMS) by Intertek(ISO 9001:2008)
- ▶ Strategic Management and Sales Excellence by Resource Performance Management consultancy
- ▶ JET1 and JET2 (Job Enrichment Training)
- ▶ Cashier Training
- ▶ Cash Security and Customer Service



## Career Timeline

2004-2005

Concord  
English High  
School

Since 2006

UAE Exchange  
Centre LLC

## Academic Details

- ▶ Bachelor of Commerce from Calicut University, India
- ▶ MBA- Finance (Currently doing) from Bharathiar University Distant Education
- ▶ Diploma in Software Application (Mahatma Gandhi Education Foundation computer college, Kerala) (Window XP.98, 2000, Packages)
- ▶ Advanced Diploma in Manual and Computerized Accounting (Sigma Institute of Engineering Technology, Kerala, India) (Peach Tree, Dac Easy and Tally)

- ▶ Anti-Money Laundering & Compact Terrorist Financing
- ▶ SSP (Supervisor Selection Program)

## Work Experience

Since May'06 UAE Exchange Centre LLC., Abu Dhabi, UAE

### Key Result Areas:

#### As Operation Manager

- ▶ Enables business and Operations of the region
- ▶ Manages the Internal control of the branches in the region
- ▶ Develops and implements policies and procedures in the region
- ▶ Drives customer experience initiatives, its governance and monitoring
- ▶ Manages business operations and compliance to legal standards
- ▶ Finds opportunities for business improvements
- ▶ Identifies and Implements change initiatives
- ▶ Flags and Identifies risk and compliance related issues and provides solutions to mitigate the same
- ▶ Identifies and executes process improvement initiatives in branches
- ▶ Manages system changes within the branches
- ▶ Works in tandem with Regional business Head to ensure business parameters are achieved within operational compliance

#### As Cluster Head

- ▶ Interacting with people in 8 branches and managing reporting of 100 plus people
- ▶ Maintained and increased revenue growth and annual business revenue
- ▶ Leading activities to boost revenue using best products
- ▶ Developed, implemented, and managed cross-functional, fully integrated planning process for cost optimization
- ▶ Supervising all operational expenses and control in real estate
- ▶ Steering activities in branches in different sizes and monitoring staff accommodation
- ▶ Back-office operations/ customer
- ▶ Managed 72 cashiers and managed products using various initiatives
- ▶ Maintained relationships with clients by providing support, information, and guidance; researched and recommended new opportunities; recommended profit and service improvements
- ▶ Demonstrated true passion for customer service by proactively seeking ways to delight clients
- ▶ Implementing new business initiatives to boost up the business requirements
- ▶ Checking branches performances continuously and initiate actions wherever necessary to improve the performance of the cluster/branches
- ▶ Assessing all manpower requirements of branches to be accessed and ensure branches are operating with optimum human resources to deliver the best result
- ▶ Checking reports /any information pertaining to the branch operations with respective branch
- ▶ Reviewing branch heads on their branch performance monthly
- ▶ Ensuring happiness of employees at work environment with engaging them

#### As a Branch Head -Supervisor- Cash/Operation

- ▶ Spearheaded functioning of one of the major profit centres of the company, ensuring quality customer service, and cumulative growth in revenue and profit for the centre vis-à-vis corporate annual and quarterly targets of a qualitative and quantitative nature
- ▶ Initiated the guidelines and directives of the company in the centre from time to time, and the efficient monitoring and control of the entire branch systems and processes
- ▶ Assessed all debtors ageing and balanced cash flow
- ▶ Liaised with more than 100 corporate clients on a daily basis
- ▶ Managed corporate cheque transactions, processing, monitoring Cheque Clearing and releasing transactions on a daily basis

- ▶ Checked the accuracy of the cash tally sheet prepared by the cashier and sign the same if found correct.
- ▶ Managed cash funding/pooling from all the other branches and depositing it to the banks.
- ▶ Ensure that all the transactions that come for approval are genuine and all the requisite details have been furnished.
- ▶ Assist the manager and assistant manager to carry out the affairs of the branch within the powers duly delegated by the branch head.
- ▶ Scrutiny of cashier reports and all vouchers with supporting documents.
- ▶ Checking all the security measures taken at the branch for handling of Cash

#### **AS Chief Cashier /Teller**

- ▶ Mastered cash dealing activities as foreign currency and Remittance teller.
- ▶ Competency to accept remittance to all countries like Telex Transfer, Xpress Cheque, Demand Drafts, Xpress money, Western Union and payments for Fly Dubai services.
- ▶ Handling wholesale Foreign Currency buying and selling
- ▶ Ability to identify fake notes manually.
- ▶ Familiar with all major foreign currencies.
- ▶ Accountable for counting, verifying and documenting all currencies both in and out of cash cage.
- ▶ Ensure compliance with operational, security and policies / procedures.
- ▶ Directly in contact with more than 500 customers every day.
- ▶ Responsible for counting and processing daily revenues as well as preparing cash summary report daily.
- ▶ Accountable for tallying Foreign Currency stock and Remittance at the closure of the branch.
- ▶ NRE a/c opening service.
- ▶ Distribution of salaries “SMART PAY” amount the employees of different companies.
- ▶ Highly skilled in FC dealing and ensured extreme level of profit margin for the branch

#### **As a Branch Compliance Officer:**

- ▶ Monitor day to day transactions
- ▶ Execution and implementation of Regulatory guidelines
- ▶ Educate the staff on KYC standards.
- ▶ Take instructions from Compliance Head on AML related issues.
- ▶ Conduct due diligence on high risk customers/countries/products.
- ▶ Verify the trade transactions to India and other countries.
- ▶ Verify customer registration reports daily.
- ▶ AML Audit coordination
- ▶ Safekeeping of all records of the branch.

#### **Highlights:**

- ▶ Passed Supervisor Selection Exam conducted by UAE Exchange Centre.
- ▶ Scored 88% in MOSE ( Model Of Service Excellent, an exam based on service rendered at our counters)
- ▶ Win Star Award 2015 for the exemplary contributions to the company during the assignment of branch Head

**Nov'04- Oct'05 Concord English High School, Kerala, India as Accountant & Cashier**

## Personal Details

Date of Birth: 18<sup>th</sup> March 1982

Address: Ruwais, Abudhabi

Languages Known: English, Arabic(Basics) Hindi, Malayalam, Tamil, Urdu

Passport No: L4994401

UAE Driving License No .:924104

Visa: Employment