

HARJITH V H



PERSONAL PROFILE

Value centered individual with a keen understanding of team management with over 8 years' experience in diversified financial solutions such as money transfer, foreign currency exchange, payments, and related allied products.

WORK EXPERIENCE

LM Exchange [FINANCIAL HOUSE]

Branch In-Charge Abu Dhabi, Sharjah (2019-2022)

- Ensure overall performance of the branch and targets given are achieved.
- Develop and maintain effective business relationships with corporate, HNI and other retail clients to enhance business volume and revenue
- Manage the leads, customer queries and complaints effectively and efficiently (CRM). Ensure customer satisfaction is achieved through the provision of best services.
- Carry out various sales and marketing campaigns and other initiatives from time to time to objectives in line with regulatory & achieve business compliance guidelines.
- Ensure branch expenses are within the budget allocated and take necessary actions to reduce variance if any.
- Ensure effective people management.
- Managing the daily shift timing of staffs.
- Conduct team hurdles on a daily basis to discuss the plans and agendas for the employees.

Supervisor Al Ain, Ab Dhabi(2016-2019)

- Support branch head in business Development by providing various Feedbacks and inputs.
- Handling of corporate business and HNI customers.
- Ensure all customers are being taken care by the staffs well, also support and guide them whenever required.
- Taking care of compliance and regulatory requirements.
- Preparing various reports and shares it to the concerned people.

Junior Associate (Service Officer), Al Ain (2014-2016)

- Provide great experience to the customers by offering company's products and services according to the customer's need; Attend customer queries and complaints.
- Handling corporate business (Remittance, Forex and WPS). Follow up on existing customers for retention and generating leads for new customer base.
- Taking various initiatives to improve branch business such as marketing activities etc., also contribute well to achieve the targets given to the team.
- Handling cash includes local and foreign currencies. Initiate funding and other cash transfers with the help of supervisor.

CONTACT



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Harjith Haridas



UAE, Sharjah

SKILLS SUMMARY

- Team Management
- Business Development
- Strategic Planning
- Operations
- Critical Thinking

ACADEMIC HISTORY

■ MBA - Marketing & HR
[CV Raman University] 2012-2014

■ BBA - Finance
[Calicut University] 2009-2011

HDFC BANK LTD

Customer Relationship Officer [2012 - 2013]

- Building and maintaining profitable relationship with key customers.
- Overseeing the relationship with customers handled by your team.
- Resolving customer complaints quickly and effectively.
- Keeping customers updated on the latest products and services in order to increase the sales margin.
- Meetings with line managers in the organization to plan strategically.
- Expanding the customer base by up-selling and cross-selling.
- Conducting business reviews using CRM programs.
- Understanding key customer individual needs and addressing the same.
- Train customer representatives and collaborate with sales and marketing teams.
- Assess customer needs, evaluate customer satisfaction and optimize customer services.

TECHNICAL SKILLS

- Diploma in Computer Accounting
- Tally ERP
- Peachtree & Quickbooks
- Oracle
- MS Office Tools

PERSONAL PROFILE

- Nationality: Indian
- Date of Birth: 05/01/1988
- Marital Status: Married
- Passport No: S8715475
- Visa Status: Visit Visa
- Languages: English,Hindi,Tamil, Malayalam