



# Praveen Thekkum Thottathil

Multi-tasking Manager well- known for creating a positive workplace culture and high-performing teams. Talented with expert team leadership, customer Management, Negotiation, and Team player. Diligent trainer and mentor with exceptional management abilities and results driven approach. Excellent sales and marketing professional with graduation in mathematics and more than 9 years of experience in foreign exchange and remittance industry.

## CONTACT

📍 DIC, Dubai, UAE

📞 971 564730934

✉ praveenkondotty@gmail.com

## CORE QUALIFICATIONS

- Relationship building and management.
- Sales professional
- Business Development
- Marketing
- Key performance indicators (KPI) setting
- Detail-orientated
- Team leadership
- Multi-tasking
- Regulatory compliance
- Strong interpersonal skills
- Complex problem solving

## LANGUAGES

- ENGLISH
- HINDI
- MALAYALAM

## EXPERIENCE

### Branch Manager

#### AI Ghurair International Exchange LLC - Dubai, UAE

- 01/2019 - Current
- Achieved 110% Transaction and revenue target of the branch in the first year as the branch head.
  - Prepared P&L statements and other divisional reports for senior management review
  - Communicated and implemented new ideas and strategies to improve sales, marketing, and staff development.
  - Implemented corporate culture through reinforcement of quality service and teamwork.
  - Enforced branch compliance with audit and regulatory procedures.
  - Stayed abreast of products and services, promotions, and other company initiatives.
  - Established procedures for custody and control of assets and records.
  - Found and attracted new business.
  - Oversaw flow of cash and financial instruments.
  - Oversaw individual accountability for cash handling.
  - Directed daily branch operations, leading the team to exceed monthly sales goals.

### Cashier

#### AI Ghurair International Exchange LLC - Dubai, UAE

- 04/2016 - 01/2019
- Processing of TT, Forex and WPS transactions with maximum efficiency and accuracy
  - Delivered personalized customer service relating to questions and promptly resolved basic problems on customer accounts.
  - Providing exceptional customer service
  - Handled large quantities of cash safely and responsibly throughout transactions and balancing procedures
  - Achieve daily/weekly transaction targets
  - Execute sales of products as per the direction on product mix from Supervisors
  - Complied with corporate and regulatory policies regarding information confidentiality and privacy.
  - Remained open to feedback from supervisor and peers to build and improve skills set.
  - Created and maintained customer profiles in order to streamline customer service.

***Junior Officer***

**UAE Exchange And Financial Services LTD** - Kerala, India

- 06/2014 - 03/2016
- 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 market situation and plan accordingly for better results.
  - Cross sell the all the products and services of the company.

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**EDUCATION**

**Master of Business Administration (Marketing)**

Mahatma Gandhi University - Kerala, India

**Bachelor of Commerce**

University of Calicut -Kerala, India