

# Arafath Abdul Rahiman

## Branch Manager

Manage and lead the Branch effectively by maintaining high quality customer services and optimizing employee satisfaction to ensure the achievement of sales and other targets of the branch to maximize the contribution to the organization's growth and profitability. Supports company operations by maintaining office systems and supervising staff.



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## WORK EXPERIENCE

### Branch Manager Sharaf Exchange

05/2018 - Present

Qusais

#### Achievements/Tasks

- Excellent time management skills and ability to multi-task and prioritise work.
- Ensure to comply with the audit requirements, internal and external reporting obligations etc in line with the policy guidelines, to ensure high standards of uniformity and consistency.
- Meeting corporate customers, discussing their financial requirements and providing appropriate corporate transaction.
- Setting up with new clients, HNI customers to execute corporate, individual transactions in timely and valued manner. Ensure high level customer service.
- Ensure the company policy and guiding the staff to deliver the well trained customer service following AML KYC Policy with respect to the Central Bank's AML guidelines.

### Associate / Service Supervisor UAE Exchange Centre LLC

02/2010 - 03/2018

Ajman

#### Achievements/Tasks

- WPS funding and creating SIF according to the UAE WPS guidelines and Central Bank of UAE.
- Demonstrate operational excellence in the service processes. Evaluating performance and providing feedback.
- Reconciliation of the operation products and reporting to the Zonal head, Area Manager.
- Oversee branch Controls and compliance to effectively manage risk and ensure positive internal audit ratings.
- Monitor the performance to ensure branch metrics are met and appropriate action plans are in place to enhance customer satisfaction.
- Active listening skills to understand employee complaints and to work with them to reach a solution. Excellent time management skills and ability to multi-task and prioritise work.

## SKILLS

Communication Skills

Computer Skills

Team leading, Office management

Retail and Corporate Marketing

## ACHIEVEMENTS

Best Cashier Award at UAE Exchange Centre LLC

Selected as Branch Compliance Officer and Accounts Officer at UAE Exchange Centre LLC

Outstanding Cashier Productivity Award at UAE Exchange Centre LLC

Special Appreciation for identifying fake note circulation at UAE exchange Centre LLC

## EDUCATION

### MBA - International Business Annamalai University

06/2017 - 06/2019

### BSc FD Mangalore University

05/2005 - 05/2008

## LANGUAGES

English

Full Professional Proficiency

Malayalam

Full Professional Proficiency

Hindi

Full Professional Proficiency

Tamil

Professional Working Proficiency

## INTERESTS

Football

Movies

Driving