



KAYUM HOSSAIN

CONTACT

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EDUCATION

Master of Business Administration (M.B.A), Bharathidasan University, Tiruchirappalli, India.

SKILLS

Decision making skills.

Information processing skills.

Well verse customer services, relations skills

Very effective problem-solving skills.

Computer awareness and usage skills.

Excellent leadership and interpersonal skills.

Team building skills.

Business operations.

Client Acquisition and Business Mobilization.

ACHIEVEMENTS

2nd Winner for best transaction performer by Instant Cash- 2019
Best Remittance performer- 2019

PROFESSIONAL SUMMARY

Quality-focused Branch Supervisor with 15 years of experience. Driven to consistently achieve goals by allocating resources, overseeing budgets, directing employees and meeting deadlines. Talented at exceeding quality expectations by reviewing information to devise targeted changes for improving processes and performance.

WORK HISTORY

Branch Supervisor & Branch MLRO:

01/2015 to Current

GCC EXCHANGE - SHARJAH, UAE

- Provide operational support for the high-volume financial institution through information analysis.
- Manage P&L with a given yearly expense budget.
- Identify, investigate, and analyze potential operational improvements.
- Handle compliance in accordance with AML Policies and ensure Fraud Prevention
- Understands and evaluates competition in the market and conducts periodical market intelligence and escalate market feed backs.
- Analyze financial performance against key business metrics and document pertinent financial highlights that will enable management to determine progress against budget.
- Maintaining staff rosters and plan for alternate manpower arrangements on leave applications obtained from staff.
- Drive customer experience initiatives, governance, and monitoring
- Manage business operations and compliance to legal standards.
- Finds opportunities for business improvements.
- Flags and identifies risk and compliance related issues and provide solutions to mitigate the same.
- Manage system changes within the branches.
- Identifies and executes process improvement initiatives in the branches.
- Attending customer complaints and queries.
- Monitoring and spot verifying the cashiers.
- Providing operational help to junior staff, Monitoring, and ensuring smooth operations and time management.
- As a branch MLRO (Money Laundering Reporting Officer) verifying KYC documents, making CDD, EDD, updating existing corporate customer's documents.
- Making and sending the day end report to head office.
- Maintaining overall branch operations.

Acting Branch Manager & Supervisor: 04/2021 to 09/2021

GCC EXCHANGE - SHARJAH, UAE

LANGUAGES

English, Hindi, Bengali, Arabic
(Basic)

PROFESSIONAL TRAINING

Attended Customer Service training, AML training, FC Cashier training, Treasury training, Products training.

LICENSE

Having UAE Light Vehicle Driving License

Assistant Branch Supervisor: 01/2012 to 12/2014
GCC EXCHANGE - SHARJAH, UAE

Remittance Officer/Customer Care: 01/2010 to 12/2011
GCC EXCHANGE - SHARJAH, UAE

Remittance Assistance: 08/2009 to 12/2009
GCC EXCHANGE - DUBAI, UAE

Marketing Officer: 01/2009 to 07/2009
GCC EXCHANGE - DUBAI, UAE

Authorized Representative of Dhaka Stock Exchange: 01/2008 to 12/2008
BLI Securities Limited Dhaka, Bangladesh.

REFERENCES

Mr. ATIF KHAN
HR AND ADMIN OFFICER
GCC EXCHANGE
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Mr: SHIBUDAS RABIDASAN
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