

## **MOHAMMAD EMRAN**

Al Jazeera Al Hamra, Ras Al Khaimah, UAE.

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### **CAREER OBJECTIVE**

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Seeking a suitable opportunity to work for a reputed firm, where there will be potential for carrier Advancement and growth prospects.

### **PERSONAL STRENGTHS**

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Leadership / Team Management  
Mentoring and training skills  
Good oral and written communication skills  
Good customer service skills  
Ability to work in fast paced environment  
Manage stressful situations  
Mathematical skills  
Convincing skills  
Decision making and problem solving skills  
Organizing, Planning and Prioritizing

### **PROFESSIONAL EXPERIENCE**

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#### **Current Employment**

**Lulu International Exchange** (One of the leading exchange in GULF)

Department : **Operation**

Duration : **19<sup>th</sup> July 2017 to till date**

Designation : **Branch In-charge**

#### **Job Profile:**

- Supervising and supporting branch staff in the day to day completion of their duties
- Managing the achievement of branch objectives and targets
- Provision of branch activity reports to management
- Develop the corporate business base
- Promotion of company ethos and ensuring adherence to policies and procedures
- Transaction and cash reconciliation
- Transaction authorization
- Branch opening and closing activities
- Branch compliance management

- Adherence to Audit requirement
- Identifying and recommendation deserving staff/sub-ordinates for higher responsibilities

### **Previous Employment**

#### **Al Falah Exchange Company**

Department : **Operation**

Duration : **26<sup>th</sup> Nov'11 to 18<sup>th</sup> July'18**

Designation : **Branch In-charge (Teller/Customer Service/WPS)**

### **Job Profile:**

- Adhere to all policies and processes absence of Branch Manager such as: Branch Opening / Closing, Cash opening / closing, Trans guard funding, Verification of cash, Verification of other instruments, Security Aspects, AML / KYC Aspects, Cash Buy / Sale to other exchange/branch, Complaint / Enquiry and Cancellation / Amendment, WPS Salary Clients, IT Aspects, Corporate Clients deal etc.
- Adhere to all policies and processes of Wage Protection System (WPS).
- Attending to all work related to WPS. Such as:
  - i. Preparing and submitting company's staff details as per Central Bank requirement.
  - ii. Maintaining company's staff details as per WPS requirement under Central Bank instructions.
  - iii. Disbursement of salaries identifying the correct employee.
  - iv. Reconciliation and obtaining WPS reports.
- Adhere to all policies and processes of Anti-Money Laundering (AML), Combating Terrorist financing (CTF) and Know Your Customer (KYC).
- Strict implementation of AML procedures, identify and report necessary transactions to the compliance dept.
- Plans, coordinates and implements customer service strategies aimed at enhancing the image of the company and the overall financial performance.
- Maintain systems to establish and track service standards related to activities and Products. Handle and resolve to the customer's satisfaction complaints and instigate steps ensuring minimization of grievances going forward.
- Resolve customer complaints using established procedures.
- Perform financial transactions (cash, transfers, foreign exchange) timely & accurately.
- Handle all exchange related transactions.
- Handle all kind of money transfer processing both (local / international) and ensuring central bank compliance for all banking transaction and reconciliation statements.
- Design and reconciliation for Western Union transactions and the company system.
- Performed multi-currency funds transfer to almost all parts of the world through demand Drafts (DD), telex transfer (TT), sale and purchase of foreign currencies (FC), travelers Cheques (sale and encashment), instant money transfer, inter emirates money transfer, smart pay, smart padala, Xpress money transfer, TransFast, Instant cash & Speed Remit.
- Explained, promoted and sold various products and services.
- Identify and suggest areas of improvement for smooth running of business

Al Falah Exchange Company is one of the largest money exchanges in UAE providing all sort of financial services for the UAE citizens and expatriate people from various nationalities.

### **Previous Employments**

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**Chittagong Grammar School** (August 2007 to September 2011)

- Department : **Administration & Sports**
- Duration : 15<sup>th</sup> August 2007 to till 15<sup>th</sup> August 2011

### **Personal Information**

**Name** : Mohammad Emran  
**Father's Name** : Abdul Jabber  
**Mother's Name** : Nure Asma  
**Nationality** : Bangladeshi (by birth)  
**Religion** : Muslim  
**Sex** : Male  
**Blood Group** : O Positive (+)  
**Marital status** : Married  
**Date of birth** : August 12, 1982.

### **Academic Feat**

**M.B.A. (Marketing)**

**Year of Passing** : 2011  
**Grade** : 2.99  
**University** : Premier University, Chittagong, Bangladesh.

### **External Gains**

**Computer Skill:** MS- Word, Office, Excess, Internet & E-mail.

### **Language Proficiency**

**English:** Excellent  
**Bangla:** Excellent

**Hindi/Urdu: Excellent**

**Extra -Curricular Activities**

**Social works:** I have participated in different social welfare related works.

**Hobby:** Games and sports, reading, traveling, enjoy music.