

# Srawan Kumar Poudyal

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## Profile

I am a Customer relation and operation support professional with over 21 years of local and international market experience with leading Aviation & financial segment handling Relationship Management of Commercial, SME and retail section. Being professionally competent in Banking (BBS banking & finance) and banking diploma holder, I have enjoyed an exceptional career journey from a Customer relation agent to becoming an integral part of lower level management team and have demonstrable career achievements.

## Professional Experience

**Al Rostamani International Exchange, Dubai** (January 2007 – Till date)

**Branch Manager, Deira Branch Cum Wholesale bank note dealer.**

- ❖ Responsible for developing and implementing branch strategies for the business and to ensure achievement of overall business objectives. Ensure smooth functioning of the branch with a view to achieve multi-dimensional (Foreign Remittances, Forex, Corporate remittances, WPS and other ancillaries) growth targets within a reasonable time frame and budget.
- ❖ To map the current achievements with the PNL and direct all activities towards meeting and exceeding the targeted revenue. My Unit was able to exceed the revenue by 15-20 percent year on year until 2019. Year 2020/21 was full of market challenges due to various market hiccups. Year 2022 instigated various market correction bringing positive scenarios.
- ❖ Organize corporate visits and full-fledged onboarding activities (keeping all Risk and Compliance and CFT requirements intact). We have dedicated sales team who are encouraged to onboard large corporates. As a team leader, I give priorities to their requirements and assist them on visits and keep direct relationship with all 'A' grade corporate customers ensuring their continuity as well as venturing new business opportunities.
- ❖ My unit is my strength and I ensure that all my retail as well as corporate team members are provided with all necessary tools to bring in new businesses as well as encourage the retention team to consistently liaise up with the customers in their books.
- ❖ Apart from financial achievements, I also make sure that the non-financial (audit and QMS) targets of the branch is met and exceeded with zero errors.
- ❖ I also look after the Wholesale Bank note unit and ensure that the stocks of currencies are under specified Insurance limit. The major requirements of the internal branches are placed on priority and give proper support in terms of collection and delivery as well as competitive rates. I also make sure that there is no floating stocks and speculative activities happening.

- ❖ I ensure that all my High Net Worth retail, corporate and WBU customers are personally handled by managing relationship, advising them of the market scenarios and also advising on the investment and savings portfolio.
- ❖ I have personal commitment to keep my internal and external customers aware of the ongoing market scenarios and changes. I ensure that my staffs are knowledgeable on product and services. Plan and provide timely class-room and OJTs as well as personal development programs for their career and personal growth.
- ❖ Other responsibilities are keeping proper and accurate inter-departmental relationship including the operations, E-Channel, marketing as well as business units to ensure no market opportunities are missed out and to take full advantage of opportunities.

## **Qatar Airways – GSA Zenith Travels, Kathmandu, Nepal (Sep 2002 – Dec 2005)**

### **Sr. Passenger Service Officer / Load Sheet and Weight and Balance Officer**

#### **Apart from the normal operational activities, my major responsibilities included:**

- ❖ Preparation of Load Sheet for the designated flight and ensure the Weight and Balance is maintained as per the agreement of the Captain and Aircraft Engineers.
- ❖ Ensure that the plan do not impact the check-in counters by pre-blocking the required area in the passenger compartment.
- ❖ Ensure smooth check-in counter operations including managing proper coordination with the Ground handling agents, Civil Aviation as well as immigration and airport security as and when needed.
- ❖ Consistent relationship building with various Travel agencies as well as cargo agents for continuous business associations.
- ❖ Liaising up with various other airlines' operations team for mutual support and relationship maintenance.
- ❖ Encourage counter revenue generations by proper handling of excess baggage, counter couriers as well and to ensure that the no-shows are compensated by go-shows.
- ❖ All current and recurrent trainings and development programs are attended successfully without failure.

### **Skills and Competencies**

• Relationship Management

Business Development

Team Building / Leadership

Decisive and self-oriented

Motivating attitude

### **Latest Academic Qualification**

**Bachelors' Degree in Business Studies** (Banking & Finance), 2002 AD

Tribhuvan University, Nepal

## Peoples Campus of Kathmandu

### Certificates and Learning

- ❖ Certificate of completion of “**Customer Due Diligence**” sponsored by Standard Chartered Financial Crime Compliance Academy
- ❖ Certificate of completion of “**SANCTIONS**” sponsored by Standard Chartered Financial Crime Compliance Academy
- ❖ Certificate of completion of “**Anti-money laundering and Counter Terrorist Financing**” sponsored by Standard Chartered Financial Crime Compliance Academy
- ❖ Internal Auditor of Quality Management Systems ISO 9001-8000 - 2011 / 2014 – Ongoing (recurrent every 2 years)
- ❖ Selling Through Services by VIRTUS, Dubai
- ❖ AML CFT training by FERG
- ❖ Attended many meetings with CBUAE with regards to AML-CFT as well as ongoing scenarios and updates on banking and remittance regulations.
- ❖ The Service Leadership Workshop – by Ron Kaufman / Right Selection
- ❖ Various other Financial /Compliance/Service related Internal and External trainings
- ❖ Basic Passenger Service Trainings by Qatar Airways – Time to time.
- ❖ Forgery detection and passenger assessment training by Joint Immigration Team of United Kingdom and Belgium.
- ❖ Various other Airlines Technical and operational training with highest scores among many stations.

### Appreciations

- ❖ My Unit (Bur Dubai & Deira) was awarded the best branch in terms of Service Excellence – Awarded by Dubai Service Excellence in the Money Exchange category amongst all over the UAE 2015 & 2021 – Al Rostamani International Exchange, Bur Dubai Branch.
- ❖ Certificate of Appreciation awarded by Area Manager, Nepal – Qatar Airways - on exceeding station revenue targets 2002/3.
- ❖ Certificate of Appreciation awarded by Area Manager, Nepal – Qatar Airways - on exceeding station revenue targets 2003/4.
- ❖ Certificate of Appreciation awarded by Area Manager, Nepal – Qatar Airways - on exceeding station revenue targets 2004/5.
- ❖ Certificate of Appreciation by GSA, Qatar Airways – Zenith Travels (P) Ltd on successfully completing and scoring amongst the highest in the integral trainings and development programs.

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I hereby confirm that all information provided in this Curriculum Vitae is verifiable as and when required.

Sincerely Yours,

Srawan Kumar Poudyal