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SUMMARY

Business-minded professional tackling any job task with gusto and precision. Determined professional delivering exceptional service and responding to questions and inquiries quickly. Demonstrates positive attitude and readiness to adapt to different situations. Knowledgeable with over 10 years of experience bringing planning and problem-solving abilities. Focused on maximizing resource utilization to support scalable operations and increase bottom-line profitability. Organized and systematic with natural relationship-building and leadership talents.

SKILLS

- Team Leadership
- Quick Decision Maker
- Excellent Customer Service
- Good listener & communication skill
- Critical Thinking & Quick Learner
- Data Analysis & Service-Oriented
- Business Relationship Management
- Time Management
- Accounts Payable and Receivable
- Regulatory Compliance

PROFESSIONAL EXPERIENCE

ASSISTANT MANAGER - BRANCH OPERATIONS, 02/2021 - Current

LULU INTERNATIONAL EXCHANGE LLC, DUBAI, UAE

- Established overall growth, cross selling and profit objectives for branch in coordination with entire team and adhered to annual branch budget.
- Manage branch operations in adherence to regulatory standards and compliance policy.
- Budget preparation,Target delegation and P&L analysis.
- Develop forecast,business plans and meet goals and metrics.
- Mentored and internally promoted staff ideas which successful positions to drive branch growth.
- Frequent monitoring of branch income/expense.
- Monitoring the outward/SWIFT transaction reports.
- Daily analysis of FOREX market.
- Staff shift preparation/HRMS updation and performance analysis.
- Improved customer base by adding more Corporate Clients by pitching various products.
- LULU MONEY DIGITAL transaction subscriptions & create customer awareness for business generation.

SENIOR SUPERVISOR -BRANCH OPERATIONS, 01/2013 - 01/2021

UAE EXCHANGE CENTRE LLC, DUBAI, UAE

- Staff management, training new recruits, monitoring financial operations, keeping track of financial transactions, ensuring a high standard of customer service and trouble shooter for customer complaints.
- Handled Corporate ,HNI & WPS customers along with walk-in customers.
- Act as Branch Compliance officer(AML) for transaction scrutiny,KYC check,document verification and approver.

- Act as team leader for selling National Bond,FGB certificate & GOCASH cards(FOREX Card) to meet target.
- Coordination of KIOSK machine & DIGITAL application transactions.
- Branch Accounts officer for Cheque receivable, Cheque deposit,Transaction release, reconciliation & Funding to banks.
- Month end Accounts report preparation & Reporting.
- Represents company for various events/social programs to buildup more rapport and business relations.

MANAGER- OPERATIONS & BUSINESS DEVELOPMENT, 08/2011 - 09/2012

AARIC TECHNOLOGIES PRIVATE LIMITED, TVPM,KERALA, INDIA

- Connected with clients and developed strategies to achieve sales and customer service goals.
- Implemented new business strategy in the approach towards clients and overall service level.
- Enhanced the quality of training team & technical department which helps for getting more cross border enquiries and business.
- Accounting ,Budget preparation & Data Analysis.
- Delegated work to staff, setting priorities and goals.

DEPUTY BUSINESS MANAGER, 08/2008 - 08/2011

INTERCAD SYSTEMS PRIVATE LIMITED, TVPM,KERALA, INDIA

- Able to deal in close with global brands Like Autodesk,Adobe,Bentley,PTC,ANSYS etc as the channel partner in business and training.
- Certified PRO-E & Autocad trainer.
- Maximized & widen the business boundaries of company by more corporate tie-up & Government institutions.
- Worked closely with internal teams to deliver on high-profile complex projects and gained technical knowledge.
- Developed strong customer relationships by obtaining alignment and delivering on mutually established goals.
- Effectively used the digitalmedia marketing platform which helped to improve business generation of company products and services.

**EDUCATIONAL
QUALIFICATION**

SARABHAI INSTITUTE OF SCIENCE AND TECHNOLOGY-CUSAT, INDIA, 08/2008
Bachelor of Technology: Mechanical Engineering

LANGUAGES KNOWN

- English,Malayalam,Hindi,Tamil

CERTIFICATIONS

- Certified in PRO-ENGINEERING(PTC)
- Certified in AUTOCAD (AUTODESK)
- Certified in MS OFFICE

**ACTIVITIES AND
HONORS**

- **FERG COORDINATION COMMITTEE MEMBER** -10th ANNUAL FINANCIAL CRIME SUMMIT-2022
- SHORTLISTED FOR "**BRANCH HEAD**" SELECTION PROCESS -UAEEXCHANGE CENTRE LLC (AUGUST 2019)
- AWARDED FOR "**BEST SUPERVISOR**"(DUBAI REGION)-UAEEXCHANGE CENTRE LLC- (2018 -2019)
- ANTI-MONEY LAUNDERING AND COUNTER TERRORIST FINANCING COURSE BY STANDARD CHARTERED BANK(2015)
- AWARDED FOR "**BEST CUSTOMER SERVICE**" STAFF -UAEEXCHANGE CENTRE LLC (2015)
- REWARDED FOR "**BEST PERFORMING TEAM LEADER**" - INTERCAD SYSTEMS PVT LTD (2011)