

GANESH KUMAR REGMI

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CAREER OBJECTIVES:

Looking for a responsible and challenging position offering growth with an expanding and dynamic organization that possess excellent recommendations, strong business acumen and willingness to contribute to the overall team's success with the philosophy of customer support and complete satisfaction where I can implement my skills which I have learned through my education and experience to develop my career and to achieve personal and organizational objectives. I can perform well in my fields and I assure to uphold your quality standards, policies and procedures.

PERSONAL PROFILE:

An astute young, energetic, highly motivated and hardworking executive with over Ten-year experience in good profile companies in UAE. Excellence proficiency in Cash Management, Forex dealing, Customer Service Relation Management, Business Development Management and Store Operations. Bilingual, smart working potential even under pressure with good communication & negotiation skills enjoy to do team work and able to create good working environment coworkers and seniors. Ability to work with diversified nationalities and multicultural peoples collaboratively.

ATTRIBUTES & COMPETENCES:

- Customer Service & Cash Management skills.
- Confident, articulate and professional communication abilities.
- Task driven, Enthusiastic, Analytical and Team player.
- Strategic planner, Clear thinker and Logical problem solver.
- Possess excellent verbal and written communication skills.

PROFESSIONAL EXPERIENCES:

Organization	:	<u>Wall Street Exchange Centre LLC, Dubai, UAE</u>
Tenure	:	<u>March 2017 till now</u>
Designation	:	<u>Team Leader</u>

Duties & Responsibilities:

- Ensure profitability of store and achieve budgets targets by monitoring store business.
- Monitor and control Store operations and supervise staff to ensure smooth operationalefficiency.
- Monitor staff performance and Conduct SWOT analysis of the store every quarter.
- Handle compliance quires raised by Compliance department and correspondent banksby replying with all required information before the deadline.
- Handle customer complaints related to non-payments, amendments and call back.

- Monitor and control all timely reconciliations of the store.
- Client's visit and coordination with Sales/ Marketing team for business growth.
- Responsible for annual leave plan and annual performance appraisal reports of staff.
- Conduct monthly level staff meetings, Practical training of products & services and provide them factual feedback to ensure that targets are met.
- Meet Audit and compliance documentations requirement.
- Daily tallying of cashier's physical Cash, Cash funding, Conduct surprise cash verification, verification of card stocks and petty cash and report any kind of discrepancy.
- Daily checking and keeping record of CCTV cameras, security & safety devices & assets.

Organization : Wall Street Exchange Centre LLC, Dubai, UAE
Tenure : January 2015 – February 2017
Designation : Customer Experience Specialist / Cashier

Duties & Responsibilities:

- Greet & welcome customers, give information about Products and Services and sale products.
- Support for daily operations of the store i.e. Customer service, Cash movement, Compliance quires, Correspondent Banks quires, Customer complaints and Security& safety measures.
- Accurately performs registration process for new and existing customers. Ensure to collect required documents of corporate clients for new registration and update on boarding clients files.
- Quote FC rates competitively referring Reuters screen on store rate board and computerdisplay.
- Issue applications of all the company products i.e. Telex Transfers, Swift Transfers, Demand Draft, Instant Draft, Travelers Checks and Acceptance of other products like Western Union, Instant Cash, Credit card, Utility Bill Payment, National Bond and Airline tickets.
- Purchas and selling of Foreign currencies, recording all foreign exchange transaction and tally with actual state of cash and ensure whether the money accepted genuine or not.
- Responsible to process WPS (Wages Protection System). Upload WPS files, confirm salary details, collect the fund and send file to WPS department for final processing.
- Prepare and submit daily summary of transaction report. Verify Vouchers, Cardstock's, Petty cash & Cashiers physical cash.
- Assist Team Leader for daily store operations and discuss with him to enhance store business & profit.

Organization : Joyalukkas Exchange (Joyalukkas Jewellers Group) Dubai, UAE
Tenure : October 2012 – November 2014
Designation : Teller /Cashier

Duties & Responsibilities:

- Greet customers, ask their queries and provide the correct information and process transaction.
- Responsible to issue demand draft, swift transfers, telex transfers(TT), travelers checks, credit card payment and other money products like western union , Transfast , Instant cash etc.
- Accept transactions payment cash & check payments.
- Buying and selling of foreign currencies.
- Responsible for cash funding.
- Ensure Anti Money Laundering & KYC (know your customers) procedures and policies as per central bank AML rules.
- Resolving the complaints with corresponding banks and other service providers.
- Process Salary Information Files for WPS of various WPS Clients.

Organization : [United Foods Company PSC, Dubai, UAE](#)
Tenure : [April 2010 – October 2011](#)
Designation : **Sales & Marketing Executive**

Job Responsibilities:

- Research market, maintains good relationship with customer through personal contactor meetings and sell a range of products.
- Meet the retail & wholesale purchasers to discuss their requirements and check the availability and moving of items.
- Preparation of sales order and sales invoice and check the delivery status of goods.
- Responsible to collect the payment with in time as per company payment terms and deposit to bank.
- Observe shelves display of products & check stock availability in Supermarkets and Departmental stores.
- Supervise the merchandiser's activities and submit their report to sales manager.

PERSONAL INFORMATION:

Date of Birth : 18 May 1988
Marital status: Married
Gender : Male
Nationality : Nepalese
Religion : Hinduism
Visa Status : Employment Visa
Language Known: Excellent spoken & written knowledge of English, Nepali & Hindi and spoken knowledge of Urdu & basic Arabic.

ACADEMIC QUALIFICATIONS:

- Passed Bachelor's degree (B.Ed.) from Tribhuwan University of Nepal in 2011
- Passed Intermediate level (12th) from Higher Secondary Education Board of Nepal In 2007
- Passed SLC from Siddhartha Secondary School, Lumbini province Nepal In 2004

TRAINING & SEMINAR ATTENDED

- Customer service, Cash Management & Retail Store operation training provided by Wall Street Exchange Centre LLC, Dubai , UAE
- AML (Anti Money Laundering) ,CFT (Combating the Finance of Terrorism), IT Security & Detecting Counterfeit Currencies training conducted by Wall Street Exchange Centre LLC Dubai ,
- Customer services & act of FLA (Front Line Associate) training provided by Western Union.
- Customer service / AML (Anti Money Laundering) training provided by Joyalukkas Exchange Company Dubai, UAE.
- Sales strategy and Business development training provided by United Food Company, Dubai UAE

COMPUTER & SOFTWARE KNOWLEDGE

- Microsoft office, DOS, Accounting (tally 9.0), Windows operating system XP, Windows 7 &10.
- AS400 , CASMEX & SYMEX

Declaration : I hereby solemnly confirm that the information contained here is correct to the best of my knowledge. Any false statement in this resume is a cause for any dismissal.

Ganesh Kumar Regmi