



Vishnu Ravishanker

Productive Shift Manager bringing Ten years of experience in Finance industry. Driven to keep costs under control, employees working hard and customers satisfied. Highly professional and results-focused professional with excellent problem solving and decision-making skills. Keen to develop and advance professionally to take on more challenging position.

CONTACT

- Dubai, UAE
- +971526108216
- vrs.6thy@gmail.com

CORE QUALIFICATIONS

- Fast learner
- Continuous improvement
- Quality assurance standards
- Project and task delegation
- Team development
- Store management
- Strategic execution

LANGUAGES

English, Hindi, Urdu, Malayalam, Tamil: First Language

English: C2
 Proficient

Hindi: C2
 Proficient

Malayalam: C2
 Proficient

TALENTS

- Communication skills
- Leadership skills
- Learning/adaptability skills
- Computer skills
- Organizational skills

EXPERIENCE

Shift Manager

Al Ansari Exchange - Dubai, UAE

- 01/2022 - Current
- I'm fully responsible to create persuasive arguments to sell products and services by maintaining positive relationships with customers and regularly reach out to potential customers .
 - Monitor daily ongoing market currency rate and decide the buying & selling rate for each currency to attract new customers/retain existing customers ensuring maximum profitability for the company safeguarding customer service intact
 - Deducing a customer's needs, answering their questions, and matching them to financial services they may find helpful in order to avoid maximum customer complaints
 - Coached and trained more than 50 of new bank tellers till this time .
 - Set and maintain sales target goals and Communicate with team members regularly .
 - Used coaching and mentoring talents to develop junior staff members, increasing competent, confident team performance.
 - Successfully managed up to 20 employees per shift by monitoring workload, assessing performance and assigning duties.
 - Increased team productivity through ongoing motivation and led by example in completing all tasks with energy and enthusiasm, aiding a positive team mentality.
 - Upheld company standards and compliance requirements for operations and cleanliness of all areas.

Foreign Exchange Teller

Al Ansari Exchange - Sharjah, UAE

- 04/2014 - 12/2022
- Buying and selling foreign currencies from walk in customers on a regular basis and from other Exchange House or Financial Institutions whenever the situation demands
 - Expert in identifying counterfeit bank notes especially UAE dirhams, US dollars , Euros, British Pounds, Indian Rupees, GCC currencies etc
 - Kept money safely secured locked drawers, in line with company requirements and policies.
 - Established lasting customer relationships to promote repeat business and customer loyalty.
 - Observed surroundings to remain alert and avoid loss and theft, practising safety procedures.
 - Answered more than 20 incoming calls per day, accurately taking currency order requests, customer details and card information.
 - Accepted and processed large sums of cash and cheques in

different currencies to smoothly process transactions.

- Independently solved customer issues and complaints politely and professionally with favourable solutions.
- Conducted daily audits of transactions to enable cash drawer resolutions during end of shift.
- Managed and monitor rates to sell, buy and order foreign currency.

Asset Management Assistant

Saji Grinding Works - Alappuzha, India

- 06/2008 - 03/2010
- Major responsibilities included preparation of production records, Purchase recordings , Sales recordings and Payroll preparations were the main functional areas
 - Maintained clean and well-organized production areas to avoid violations or unnecessary work delays due to hazards or inefficient layouts
 - Monitored workshop work flow for 30 employees
 - Utilized standard operating procedures, effective crew resource management, communication and procedures specified in company operation manual
 - Set overall vision and provided team leadership.

EDUCATION

2020

Anti money laundry course Financial Management
Al Ansari Exchange - Dubai, UAE

2016 November

Master of Business Administration Marketing and Finance
National Institute Of Business Management - Dubai , UAE
Top 80% of Class

2015

Bachelor of Business Administration Business organizations
University Institute Of Technology - Alappuzha, India

2012

Diploma Indian and Foreign accounting, International
Association of Book Keepers - Kerala , India
Has passed the accounting programmes like Tally , Peachtree and
Quick books provided by G-Tec computer education with grade B
which has been bench marked and accredited by the IAB