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Al Jazeera Al Hamra Ras Al
Khaimah, UAE.



[Bold Profile](#)

EDUCATION

MBA: Marketing
Premier University,
Chattogram, Bangladesh.,
March 2010

MOHAMMAD EMRAN

PROFESSIONAL SUMMARY

Encouraging manager and analytical problem-solver with talents for team building, leading and motivating, as well as excellent customer relations aptitude and relationship-building skills. Proficient in using independent decision-making skills and sound judgment to positively impact company success. Dedicated to applying training, monitoring and morale-building abilities to enhance employee engagement and boost performance.

SKILLS

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

WORK HISTORY

Lulu International Exchange - Branch In-charge

- 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 the Audit requirement
- Identifying and recommending deserving staff/sub-ordinates for higher responsibilities.

Al Falah Exchange Company - Branch In-charge

- Adhere to all policies and processes of the 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 the Wage Protection System (WPS)
- Attending to all work related to WPS
- Such as: Preparing and submitting the company's staff details as per Central Bank requirements
- Maintaining the company's staff details as per WPS requirements under Central Bank instructions
- Disbursement of salaries identifying the correct employee
- 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 the customer's satisfaction complaints and instigate steps to ensure the 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 kinds of money transfer processing (local/international) and ensure central bank compliance for all banking transactions and reconciliation statements
- Design and reconciliation for Western Union transactions and the company system
- Performed multi-currency fund transfers 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 the smooth running of the business.

CGS (Chittagong Grammar School) - Head of Sports(Coach Basketball & Football)

- Instructed players on different game techniques and managed training schedule to develop skills.
- Established and managed robust calendar of practices and games.
- Gave presentations to [Type] groups regarding program features, successes and needs.
- Maintained equipment and facilities in stocked and organized fashion.
- Developed and implemented effective training and skills development strategies to improve overall team performance.

EXTRA CURRICULAR ACTIVITIES

I have participated in different social welfare-related works., Games and sports, reading, traveling, enjoy music.

DECLARATION

I hereby declare that all the information given above is true and correct to the best of my knowledge and I bear the responsibility of the above-mentioned particulars.

ACADEMIC FEAT

M.B.A. (Marketing), 2011, 2.99, Premier University, Chittagong, Bangladesh

EXTERNAL GAINS - COMPUTER SKILL

MS- Word, Office, Excess, Internet & E-mail

PERSONAL INFORMATION

- Gender: Male
- Religion: Muslim
- Father's Name: Abdul Jabber
- Mother's Name: Nure Asma
- Marital Status: Married
- Blood Group: O Positive (+)
- Date of Birth: 08/12/82
- Nationality: Bangladeshi (by birth)