



SHOEB KHAN

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An enthusiastic & high energy driven professional, seeking assignments in **Banking Operations, Sales & Marketing** with an organization of repute



Executive Profile

- ▶ A result-oriented professional with **nearly 7 years of rich experience in Banking Operations & Business Development**
- ▶ Presently working with **Modern Exchange LLC., Muscat** as **Branch Manager & Currency In-charge** and managing the day to day operational activities and functioning of branch including **Branch Audit, KYC, AML and achieving business targets across liabilities, assets, forex, ensuring that the branch book size grows YOY**
- ▶ Drove business relationships with large corporates & govt. institutes and interfaced with **clients, suggested viable product & solutions, cultivated relations with them for securing repeat business and ensured** quality delivery of products to the clients
- ▶ Spearheaded operations of **payment gateway and online applications** as a team lead; performed responsibilities of surprise **internal audit** in multiple branches of the bank
- ▶ **Achieved 100%** target for Jan-Feb 2019
- ▶ Identified **key accounts, managed portfolio, expanded client base** for augmenting turnovers and achieved desired targets / goals
- ▶ Distinguished capacities in providing in-depth analysis of markets, industry trends, competitors and clients to improve strategic planning & decision-making
- ▶ In-depth understanding of all processes connected with Banking industry
- ▶ Possess knowledge of **prevalent economic/financial reforms** in financial markets with hands-on experience in managing a wide array of financial advisory services
- ▶ Expertise in developing business development procedures, service standards, operational policies and guidelines



Trainings/Certifications

- ▶ Anti-Money Laundering Expert Certified
- ▶ Central Bank of Oman – Bank Rules and Regulation certified
- ▶ Microsoft Certified IT professional
- ▶ Microsoft Certified System Engineer
- ▶ MCSA-2012 Certified (MCSA ID-)11168702
- ▶ MCSE-2012 from Zoom Technology, Hyderabad
- ▶ Hardware and Networking from GT Jalgaon-Maharashtra



Key Impact Areas

Banking Operations Management/ Branch Administration

Risk & Compliance Management

Market/Competition Analysis

Business Development

AML & KYC Compliance

Product Cross-selling

Portfolio Management

Client Relationship Management

Team Building & Leadership



Soft Skills

Communicator

Innovator

Collaborator

Thinker



Career Timeline

Sari Code India Pvt.
Ltd., Hyderabad as
Technical Sales
Engineers

Oct'13-Aug'15

Sept'15-Present

Modern Exchange LLC.,
Muscat as Branch
Manager & Currency
In-charge



Professional Experience

Sept'15-Present: Modern Exchange LLC., Muscat as Branch Manager & Currency In-charge

Key Result Areas:

- ▶ Implementing comprehensive market strategies for diverse products and services and worked on Relationship Management
- ▶ Managing operation for banking, cross-selling, loans, forex, assets, liabilities and customer service operations; executing strategies to ensure attainment of customer goals and profitable sell-through
- ▶ Supervising day-to-day operational activities and functioning of branch including Branch Audit, KYC and AML
- ▶ Administering operations of buying/selling foreign currencies or valuta on the foreign exchange market on behalf of a customer or institution in order to make a profit; managing foreign currency exposure and foreign currency payments
- ▶ Monitoring and managing the organisation's bank relationships and liquidity management
- ▶ Leading customer service operations for translating customer's business requirements into actions and acting as SPOC for corporate clients to ensure highest level of service and prompt resolution of queries / escalations
- ▶ Developing effective working relationships with customers through regular meetings; identifying and obtaining further sales & business development opportunities
- ▶ Identifying new business prospects & cross-selling of integrated services & products; providing regular feedback about marketplace and competitor activity
- ▶ Performing foreign exchange risk management and development of foreign exchange risk mitigation strategies
- ▶ Supporting the improvement of new business and retention of customers to achieve operational goals & key performance indicators by considering bank profitability
- ▶ Recognizing key contact points/senior management across HR, Finance, Admin. in corporates and initiating discussions for corporate salary tie-ups; undertaking initiatives to acquire & manage middle & large corporate salary accounts
- ▶ Guiding a team of officers for enhancing relationship with portfolio customers
- ▶ Preparing reports to apprise management of the business performance and assisting in formulating future objectives and operational policies/ procedures; maintaining booking/parking charts
- ▶ Ensuring the enquiries are attended to and entered in the CRM, thus, making sure the documentation process is complete
- ▶ Providing support to team in resolving/preventing complaints, implementing preventive measures from reconceiving such incidents in site visits, bookings & collection targets

Oct'13-Aug'15: Sari Code India Pvt. Ltd., Hyderabad as Technical Sales Engineers

Key Result Areas:

- ▶ Identified prospective clients and maintained relationships with the existing ones by understanding their product requirements
- ▶ Provided quotes to the client for customized requirements and negotiated tender and contract terms; designed technical presentations and demonstrated products to clients
- ▶ Offered after-sales support services ensuring maximum post sale support for repeat and referral business
- ▶ Supported marketing team by attending trade shows, conferences and other marketing events
- ▶ Recommended enhanced machinery to clients by showcasing advantages of lower costs and improved performance
- ▶ Delivered reports to Head Office and maintained customer Data Base in CRM tool



Technical Skills

- ▶ Microsoft Outlook/Excel



Education & Credentials

- ▶ **2015:** MBA in Sales and Marketing from Intellectual Institute of Management & Technology
- ▶ **2013:** B.Tech. in Computer Science Engineering from Dr. Bhimrao Ambedkar University, Agra
- ▶ **2007:** 12th from Nasik Board, Maharashtra
- ▶ **2005:** 10th from Nasik Board, Maharashtra



Personal Details

Date of Birth: 21st August 1989

Languages Known: English, Hindi, Marathi and Urdu

Address: 113 RUWI Muscat Oman

Passport No.: L5547614

Visa Status: Employment

Nationality: Indian

Marital Status: Unmarried

No. of Dependents: 2

Driving License: Oman and India