

# SHAHABAZ M ABDULKADER

DUBAI, UNITED ARAB EMIRATES | 0568562523 | m.ashahabaz@gmail.com |



Branch Manager with 6 years of experience in financial institution's branch operations with compliance knowledge of Kuwait and UAE and to achieve higher growth through continuous learning according to current changing scenario and implementing same for institution's growth.

## EXPERIENCE

**2019 November – 2023 June**

Branch Manager | Al Mulla International Exchange Company | Kuwait

- Developing and implementing sales plans pertaining to the branch.
- Monitoring and identifying opportunities and organizing marketing activities for the branch thus increasing revenue generation.
- Handling, Monitoring and leading team for foreign exchange, cross border transactions include personal, commercial or corporate transactions.
- Ensuring and following company's policies and procedures, AML/CTF Policy and procedures.
- Reconciliation pos machine for non-cash transactions.
- Resolving customer issues, Includes refund process through cash / void back.
- Promoting new products and briefing details to customers including digitalization.
- Maintaining and updating files and reports of the branch.
- Coordinating with various departments at HO for routine operations.
- Ensure branch safe key process.

**References:** Ms. Batool Fatima, Al Mulla Exchange, HR, +96597432717, batool.fatima@almullaexchange.com

**2017 November – 2019 October**

Branch Service Manager | HDFC Life | Kerala, India

- Providing excellent customer service and effectively resolving customer issues.
- Welcomes and establishing relationship with customers.
- Providing Sound financial, insurance and wealth management services to protect and grow client assets.
- Managing customers including NRI and HNI.
- Ensuring investments happening with proper KYC and AML guidelines.
- Maintaining MIS with proper reports.
- Coordinating with different institutions for services.
- Attending company meetups.

## ACHIEVEMENTS

MDRT Prime, Regional Head Club

## EDUCATION

**2016 - 2018**

Marketing, Master of Business Administration | Bharathiar University

## SKILLS

- Leadership – Team leading & Team player
- Customer Service & Relationship Building
- MS office
- Languages Known: English, Malayalam, Hindi, Tamil, Arabic (Working proficiency – Intermediate)
- Risk Analysis (AML / CTF)
- Finance Service Management
- Digitalization
- ATM/ POS Machines

## PASSPORT DETAILS

No: V7432460 | Place of Issue: Kuwait | Date of Expiry: 30-05-2032  
Visa Status: Visit Visa

## PERSONAL DETAILS

- Full Name: SHAHABAZ MARAYAMKUNNATH ABDULKADER
- DOB: 23-01-1991
- Nationality: INDIAN
- Marital Status: Married
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- Availability: Immediate