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Summary

As a Branch Manager at Al Jazira Exchange, I lead and oversee the daily operations of the branch, ensuring compliance, efficiency, and customer satisfaction. I have more than four years of experience in the remittance industry, with a B.Com degree in business and commerce.

I have developed and demonstrated strong supervisory and financial skills, managing a team of remittance officers, handling cash transactions, data entry, and reporting, and resolving customer queries and issues. I have also contributed to the growth and profitability of the branch, securing and maintaining key accounts, developing and implementing marketing strategies, and enhancing the brand reputation and loyalty. I am passionate about providing quality and timely service to our customers, and facilitating their financial needs and goals.

Experience



Branch Manager

Al Jazira Exchange

Jul 2019 - Present (4 years 5 months)

Developed and executed branch-level business strategies to meet financial targets.

Assumed overall responsibility for overseeing daily branch operations, implementing, and upholding strict internal controls, policies, and procedures for successful business operations and AML compliance.

Stayed updates and market trends, managed foreign currency stock and rates, and seized business opportunities.

Built and motivated teams, including BIC, Supervisors, and staff, encouraging feedback to enhance productivity and performance.

Developed staff rosters based on business potential hours, optimizing scheduling for efficient operations.

Ensured the delivery of high-quality services to all branch customers, upholding a commitment to excellence.

Managed fixed assets and equipment, ensuring proper maintenance and upkeep of the branch.

Generated comprehensive MIS reports, monitoring branch performance and following up on staff targets.

Conducted regular branch meetings, providing monthly minutes of meetings (MOM) to the General Manager.



Supervisor

Al Jazira Exchange

Apr 2018 - Jun 2019 (1 year 3 months)

Assumed overall responsibility for overseeing daily branch operations, implementing, and upholding strict internal controls, policies, and procedures for successful business operations and AML compliance.

Prioritized customer service, ensuring timely resolution of complaints and gathering feedback.

Ensured the delivery of high-quality services to all branch customers, upholding a commitment to excellence.

Accountant

ARABIAN JEWELLERY LIMITED

Dec 2016 - Sep 2017 (10 months)

Control overall Accounting and Financial matters.

Coordinating purchase and sales dept.

Dealing with supplies

Oversaw overall accounting and financial matters.



Teller

Joyalukkas Exchange

Jan 2014 - Sep 2016 (2 years 9 months)

Prepares all types of remittance application including WU, IC & Misc. products.

Checking and signing of daily transaction voucher and activity.

Handling both local and foreign currency.

Coordinate Wage Protection System.

Prioritized customer service, ensuring timely resolution of complaints and gathering feedback.

Education



University of Calicut

Bachelor of Commerce, Business/Corporate Communications

2005 - 2008

Skills

Commercial Banking • Cash Management • Cash Handling • Supervisory Skills • Financial Responsibilities • Data Entry • Customer Service Management • Microsoft Excel • Team Management • Customer Service