

HANUMAN VISWANADH

15+ Years UAE experienced / Acting Branch In charge / Branch Compliance Officer / Chief Teller with hardcore expertise in **Foreign Exchange and Banking Industry**. Adept in money exchange operations, customer complaint handling, branch operations, international transfer, foreign currency and cash management. Proven ability to implementing and maintaining effective compliance system, capable of maintaining good relationships with existing customers and enhancing internal and external customer satisfaction thereby achieving organizational objectives.



GET IN TOUCH

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Nationality: Indian
Visa Status: Residence Visa
UAE Driving License: Yes

UAE EXPERIENCE

- Al Fardan Exchange: Sharjah, UAE**
- ✓ **Acting Branch In Charge/ Branch Compliance Officer (Dec 2020- Feb 2024)**
 - ✓ **Chief Teller (Apr 2016 – Dec 2020)**
 - ▲ ✓ **Teller (Dec 2008 - Apr 2016)**
- Achievements and Key Skills**
- ✓ Enhanced **customer satisfaction and retention** rate by implementing proactive **customer centric approaches** resulting in improved brand image of the organization.
 - ✓ Recommended and **implemented strategies** to improving customer service system and procedures.
 - ✓ Well versed in standards and regulations of **Central Bank of UAE, compliance, and anti-money laundering policies (AML), suspicious transaction reporting (STR), performing enhanced customer due diligence (ECDD)** and updating KYC as per AMLCTF.
 - ✓ Received **best Employee for 2018, 3rd quarter front office operations** from Al Fardan Exchange LLC, UAE.
 - ✓ Received Certificate of **appreciation for contribution towards the branch** success in achieving Best branch for the month Feb 2021.
- Acting Branch In charge / Br. Compliance Officer**
- ✓ **Answering enquiries** regarding **foreign exchange** regulations and advising on the timing and extent.
 - ✓ **Liaise with Banks** to solve customer queries and complaints.
 - ✓ Ensure **optimum productivity and high quality service** to customers.
 - ✓ Impart necessary **training to new staff** with respect to operations and customer service.
 - ✓ Establishing and maintaining effective compliance and anti-money laundering Policies and Procedures as per the guidelines of **"Central Bank of UAE"**.
 - ✓ Comply with **International Laws, standards, and regulations**.

PROFESSIONAL SKILLS

BANKING OPERATIONS



CUSTOMER AND EMPLOYEE SATISFACTION



MANAGING TELLERS



PROCESSING TRANSACTIONS



UAE BANKING REGULATION



OPERATIONAL COMPLIANCE



INTERNATIONAL REMITTANCE



DOCUMENTATION & REPORTING



ANTI MONEY LAUNDERING



SUSPICIOUS TRANSACTION



COMPLAINT HANDLING



DEALING CASH & FCY



POLICIES AND PROCEDURES



PERSONAL INFO

Gender: Male
Languages: English, Hindi, Telugu and Arabic (Basic).
Marital Status: Married

- ✓ Managing **difficult situations** with customers and providing them with a solution.
- ✓ Ensure that all transactions conducted **comply with these policies and procedures** both locally and internationally.
- ✓ **Identify suspicious activities and filling.** suspicious transaction reporting (STR).
- ✓ Live **transaction monitoring** and ensure all transactions **comply with the AML** regulations.
- ✓ **Performing ECDD** on high value transactions.
- ✓ **Prevent unlawful transactions** with targets of economic sanctions administrated by the US treasury Department's office for foreign assets control (OFAC).
- ✓ Performing enhanced customer due diligence (ECDD).
- ✓ **Review KYC of the customers** and ensure all the KYC details entered in the system as per AMLTF.
- ✓ **Approving and blocking** the transactions according to the risk level of the customer/ transaction.

Chief Teller / Head Teller

- ✓ **Supervises tellers** and their cash drawers, balances, and **audits the cash drawer** according to the policy.
- ✓ Searches for the cause of an **overage or shortage** when a teller's drawer does not balance correctly.
- ✓ Assist branch manager on **daily branch operations**.
- ✓ Processing **daily transactions such as remittance to India, Indonesia, Sri Lanka, Bangladesh, Philippines, Canada, United States, Euro countries and United Kingdom**.
- ✓ Advising customers and tellers for making **remittance**, prepares computer and manual **draft, currency exchange, demand drafts, telex transfer, electronic transfer** and good knowledge on **foreign exchange regulations, Western Union System** and advising on the timing and extent.
- ✓ **Oversee AML compliance** of the unit with respect to daily transactions as per the UAE Central Bank.
- ✓ Taking **bulk amount of Fcy orders** for individuals and companies.
- ✓ Prepare **End of day report & cash reconciliation**.
- ✓ **Preparing utility remittance** like insurance payment, national bond and other services.
- ✓ **Reporting of any untoward incident** to the related department heads and top management.

PREVIOUS EXPERIENCE

ICICI Bank, Guntur, India.

Back Office Executive (Aug 2005 – Mar 2008)

EDUCATION



MBA (pursuing)

Business Administration (Finance)
Sikkim Manipal University.



B.Sc (2002 - 2005)

Acharya Nagarjuna University,
Andhra Pradesh, India.

CERTIFICATION AND TRAINING

- ✓ **Customer Service & Anti Money Laundering Law** – February 2010.
- ✓ Product update s and Cross selling techniques -March 2014.
- ✓ WPS, CBUAE Guidelines – April 2014.

PERSONAL SKILLS

CUSTOMER SERVICE SKILLS

ORGANIZING SKILLS

ANALYSING & REPORTING

PRESENTATION SKILLS

COMMUNICATION SKILLS

TIME MANAGEMENT SKILLS

PROBLEM SOLVING SKILLS



COMPUTER SKILLS

Enterprise computing:

MS Word, MS Excel, Power Point,
Coral drawer, page maker.



TYPING SKILLS

40 wpm



CASH SKILLS

Good counting, detection of
different fake and forged
currencies.