

# Mohamed Rasique

## Branch Manager



### PROFESSIONAL SUMMARY

To obtain a position that allows me to utilize my skills and knowledge to the maximum and move ahead to reach greater heights with my aspirations and professionalism. Seeking a challenging position in Operations / Customer Services (Banking/Financial Services field) that gives an opportunity to enrich my present & stature and apply the same for organization's development. I desire growth on performance, accomplishment and achievement

### WORK EXPERIENCE

#### Branch Manager

2019-PRESENT

Emirates India international exchange - Dubai UAE

#### Job Description: -

- Create and execute the branch business plans.
- Responsible for total branch performance in accordance with company policy and procedures.
- Ensure branch profitability, manage and develop branch personnel.
- Plan, implement and manage areas of responsibility to facilitate continuous improvement and personal growth while supporting company goals, mission and vision
- Formulates recommendations and provides feedback to management regarding operational policies and procedures.
- Provide sound leadership; anticipates branch staffing requirements to meet operational needs, and promote an environment of empowerment, respect, and trust while holding team members accountable for their actions
- Resolving customers issues in a timely and professional manner.
- Ensuring 100% adherence to compliance policies by educating the team members.
- Creating and maintaining relationship with HNI Clients.
- Monitoring and controlling all timely reconciliations of the branches.
- Supervising staff to ensure smooth operational efficiency and annual leave planning to the staff.

#### Assistant Branch in Charge

1 Year

Emirates India international exchange - Dubai UAE

#### Job Description: -

- Assists manager in efforts to reach profit, performance, and customer service goals.
- Oversees banking services, especially customer service, to ensure excellence; contacts or assists customers and prospective customers.
- Reviews and manages staffing procedures, ensuring that staff assignments and responsibilities are reasonable, and that salary structure is equitable.

### CONTACT

- 📍 DIP, DUBAI  
(United Arab Emirates)
- ☎ +971 568389323
- ✉ Rasiquejo75@gmail.com

### PERSONAL DETAILS

DATE OF BIRTH : 28 Oct 1993  
GENDER : Male  
NATIONALITY : India  
MARITAL STATUS : Married  
  
VISA STATUS : Employment Visa

### LICENSE DETAILS

License t No : 3871215  
Issue Place : Dubai

### LANGUAGES

- English
- Hindi
- Malayalam
- Tamil

**Customer Service Officer****1 Year**

Emirates India international exchange - Dubai UAE

**Job Description: -**

- Maintaining a positive, empathetic, and professional attitude toward customers at all times.
- Responding promptly to customer inquiries.
- Communicating with customers through various channels.
- Acknowledging and resolving customer complaints.
- Knowing our products inside and out so that you can answer questions.
- Processing orders, forms, applications, and requests.
- Keeping records of customer interactions, transactions, comments, and complaints.

**Marketing Executive****1 Year**

Green Channel – Kerala India

**Job Description: -**

- Contributing to the development of marketing strategies.
- Conducting market research on rival products.
- Designing and implementing marketing plans for company products.
- Coordinating with media representatives and sponsors.
- Working with the sales team to develop targeted sales strategies.
- Answering client queries about product specifications and uses.

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**EDUCATION**

- ❖ BBA From Calicut University
- ❖ Higher Secondary School From GRFTHSS Tanur
- ❖ SSLC from HSM HSS Tanur.

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**PERSONAL ASSESMENT**

- ✓ Flexibility, adaptability and the willingness to learn new skills
- ✓ Excellent communicator with the unique to work alone or in team
- ✓ Ability to deal with sensitive people management issues Effectively

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**DECLARATION**

I hereby declare that all the details mentioned above are true to the best of my knowledge

Mohamed Rasique