



Bhavesh Amarnath Jaiswal

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Address:

Room No. 202, 2nd floor, Mirage Tower, Al Nahda 2, Dubai, UAE.

Age : 33 years old

Marital Status : Single

Gender : Male

Nationality : Indian

Languages : English, Hindi, Marathi, and Gujarati

Licenses:

Light Motor Vehicle License issued by RTA DUBAI-UAE

Education and Certification

- Bachelor of Commerce (**B.Com.**) in Financial Accounting and Auditing from the University of Mumbai, India In April 2017

Technical Skills

- MS Office (Outlook, Excel, Word and PowerPoint)
- Internet Savvy
- Basic hardware knowledge

WORK EXPERIENCE

Emirates India International Exchange LPC

Dubai, UAE

Assistant Branch In-Charge (2 years)

May 2022 – Present

Business Development Officer B2B, B2C (1. 8 years)

Sep 2020 – April 2022

Customer Service Officer & Head Cashier (4 years)

July 2018 – Aug 2020

Leadership and Operational Management:

- Oversee daily branch operations in the absence of the Branch Manager, implementing strategic business development initiatives.
- Collaborate with Area and Branch Managers to achieve sales targets and maximize profits.
- Lead, train, and evaluate branch staff to optimize individual productivity and ensure alignment with job descriptions.

Business Development of Branch:

- Developing and implementing sales strategies and plans to achieve branch sales targets and revenue goals.
- Identifying potential clients, generating leads, and prospecting through various channels such as cold calling, networking, and market research.
- Building and maintaining strong relationships with clients, understanding their needs, and providing appropriate product or service solutions.

Customer Focus and Service Excellence:

- Cultivate a warm, friendly atmosphere for both employees and customers, ensuring exceptional service delivery.
- Personally engage with customers to guarantee satisfaction and promptly address any complaints.
- Support sales promotion activities, emphasizing operational excellence and branch integrity.

Compliance and Operational Standards:

- Operate the branch in accordance with company policies and procedures, ensuring compliance with federal and state laws.
- Maintain high operational standards to create an excellent working environment for employees.
- Monitor transactions to adhere to Anti-Money Laundering (AML) and Counter-Terrorism Financing (CTF) guidelines.

Facility Management:

- Ensure the facility is clean, safe, and orderly.
- Supervise Customer Due Diligence (CDD) and Enhanced Due Diligence (EDD) information required for transactions.
- Act as a point of contact for Suspicious Transaction Reports (STRs) between the branch and the compliance officer.

Multi-functional Role:

- Conduct lobby assistance, achieving set targets for remittance transactions multiple times.
- Handle escalations and supervised staff in addressing complaints and queries.
- Assisted with various customer transactions, including refunds, Foreign Currency exchanges, and WPS for Corporate Customers.
- Prepared comprehensive Day End reports and conducted cash reconciliations.

Other skills and characteristics

- Leadership and Operational Management
- Customer Focus and Service Excellence
- Compliance and Operational Standards
- Facility Management
- Multi-functional Role
- Operations Coordination
- Customer Service
- Administrative Support and Organization
- Client Management and Financial Transactions
- Expense Management

Activities and interests

- Dancing
- Listening to music
- Travel

Pest Control India (PCI)

Mumbai, India

Operations Coordinator (3 months)

January 2018 – March 2018

- Followed up with customers regarding scheduled service timings and service due.
- Distributed ingredient chemicals to pest control executors and organized schedules for pest control.
- Maintained a register of ingredient chemicals.
- Allocated work based on priority and availability.

Intelenet Global Services

Mumbai, India

Customer Service Executive (9 months)

March 2017 – December 2017

- Handled inquiries and resolved complaints over the phone.
- Conducted research using available resources to provide required information.
- Responded promptly to customer inquiries, furnishing accurate information.
- Furnished customers with comprehensive product and service information, identifying and escalating priority issues.

The Institute of Chartered Accountants of India

Mumbai-India

Executive Assistant (2 years) to Faculties and Course Coordinators

May 2014 – July 2016

Administrative Support:

- Typed notes for various courses and organized comprehensive lecture schedules.
- Coordinated appointments and assisted students during the course registration process.

General Administration:

- Responded promptly to student inquiries, ensuring accurate and helpful information.
- Distributed study materials and notes, facilitating a smooth learning experience for students.

Organization and Documentation:

- Maintained organized files and documentation to streamline administrative processes.
- Followed up with faculty members to ensure timely and scheduled lectures.

Life Insurance Corporation of India (LIC), Mumbai-India

Personal Assistant (2 years) to Mr. Rajendra Gokani (LIC Agent)

March 2012 – April 2014

Client Management and Documentation:

- Maintained a comprehensive client register to track interactions and transactions.
- Organized files and documentation, producing and briefing papers as necessary.
- Followed up with clients to ensure timely payments of insurance premiums.

Financial Transactions and Expense Management:

- Collected and processed insurance premiums on behalf of clients.
- Managed an expense register to track financial transactions accurately.