



HARJITH V H

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I am a highly passionate individual who thrives upon seeking new challenges through my career as a professional. My initial years of working in the industry push me to go further in discovering more things in it. Of course, I am motivated to join in an esteemed group where-in I could achieve much appreciated career role and growth. Excited to deliver my potential of financial analysis and strategic implementation with a novel approach towards the development of the company.

Experience

Assistant Branch Manager - LM Exchange

July 2020 - Aug 2022

- Ensures branch monthly, quarterly and annual targets are achieved in accordance with company.
- Encourages the branch team for effective work and proper transactions in branch.
- Supports the staffs within the branch in their training and personnel development.
- Effectively manages the cash stock to ensure appropriate money is held in branch effectively.
- Provides foreign exchange services, maintaining high standards of customer service.
- Handling branch discrepancies & reporting to internal audit team.
- Ensure exchange rates for branch operations are determined and monitored.

FC Supervisor - LM Exchange

May 2018 - June 2020

- Handles Foreign currency, Remittances and other customer transactions as per company policies and procedures.
- Ensure cash handling is done as per company policy and handled properly in branch.
- Responsible for security of financial instruments such as drafts, cheques, travelers cheques.
- Prepares periodic report on competition analysis and take appropriate actions to improve business.
- Exercise internal controls, AML compliance & KYC for all transactions to ensure risk mitigation.

Customer Relation Officer/Head Cashier - LM EXCHANGE

Sept 2014 - Apr 2018

- Ensure cash counters are operational to support business requirements.
- Communicate regulations and norms regarding transactions in a professional manner.
- Lead customers to relevant department/persons for query resolutions, special deals & others.
- Takes the lead in resolving customer complaints and issues in a quickly manner
- Provides support and information to customers, over the counter and phone.
- Develops and implements strategies to maximize customer satisfaction.
- Provide service to all customers as per the established company standards.

Education

- MBA - MARKETING MANAGEMENT
- BBA - FINANCE

Skills

- Administration
- Business Development
- Customer Services
- Operations
- Reporting
- Team Management