



+971524727769



dhanesh.devadas@yahoo.com



Al hayl Industrial Area
Fujairah, United Arab Emirates



<https://www.linkedin.com/in/dhanesh-devadas-71b58b46>

Danesh Devadas

About Me

I am a self-motivated professional with more than 10 years of experience with strong exposure to Customer service. Proven track record in Customer service, foreign currency exchange and branch operations with strong commitment to excellence in delivering and increasing company revenue and profitability. Knowledgeable in Exchange house operations including legislation for preventing money laundering. Meticulous and well organized team player with excellent analytical and time management skills.



Education

2002 - 2005

Calicut University | Bachelor of Commerce

Financial accounting, cost accounting, and specialization in co-operations



Experience

2021 - 2024

Federal Exchange - Fujairah | Branch Manager

*Accomplishes department objectives by managing staff; planning and evaluating department activities.

*Ensures a safe, secure, and legal work environment

*Maintains quality service by enforcing quality and customer service standards, analyzing and resolving quality and customer service problems, and recommending system improvements.

Promote a sales and service culture through coaching, guidance and staff motivation

- Monitor staff performance and ensure additional training is provided where necessary
- Effectively manage resource utilization ensuring adequate staffing levels.
- Ensure Front Office procedures and controls are being adhered to by branch staff
- Ensure procedures are being followed with regard to the handling of physical cash and there is a high level of security awareness at all times
- Monitor the day-to-day operation of the Anti-Money Laundering procedures
- Monitor the knowledge and competency of the branch staff to ensure there is awareness and vigilance with regard to Anti-Money Laundering at all times
- Coordinate all communication between Head Office and branch staff
- Manage the end of day cashier balancing and prepare all necessary documentation for Head Office

2017 - 2021

Uaexchange Centre LLC, Mall Of Emirates, Dubai. | Branch Supervisor

- *Responsible for the achievement of branch financial and operational goals.
- *Carry out the affairs of the branch in the absence of Branch Manager Supervising daily Remittance, Foreign Currency and Cash funding activities (AED and FC) of the branch. Ensure that the cash requirements of the branch are met.
- *Responsible for the safe keeping of the relevant documents of the branch
- *Assigning monthly targets for team members and monitor their performances. Ensure all staff are given adequate training & motivate them to do their best.
- *Ensure cash transfers & cashiers closing procedures are observed at all times, cash tally sheet are accurate, cash ending balance tallies with the system & actual cash count tallies.
- *Ensure that all customer are attended well at the counters and queues are managed on rush hours.
- *Manage daily branch activities and ensure its operations are carried out effectively, efficiently and all safety control measures are strictly implemented & followed.
- *Ensure all customer complaints are resolved/addressed within the given turnaround time and ensure that all customer feedback & suggestions are noted.
- *Adhere to operational guidelines issued by Top Management and ensure the company's directives are followed in the planning and execution of all activities.
- *Attracts potential customers by answering Product and service questions, suggesting information about other products and services.
- *Preparing reports on target achievement of employees and sending the same to the Branch Manager
- *On time monitoring of branch accounting and cheque clearance to release the transactions on time
- *Carrying out the Compliance function of the organization to ensure the day to day functions are adhering to the UAE Government regulations and law.
- *Handling WPS registration procedures and assisting clients on processing their

salary using WPS system

*Monitoring all day start and day end activities.

2012 - 2016

Uaexchange Centre LLC, Ras Al Khaimah, Korfakkan and Ajman | Foreign Currency Cashier

*Handling various kinds of money transfers to different parts of the world.

*Register each new customer and inform them about the new and existing products.

*Attend customer needs at the counter within the given turnaround time.

*Maintains Customer record by updating account information.

*Buying & selling of all major Foreign Currencies, updating daily FC rates and daily FC transfer to Forex Dept taking care of Branch's FC margin

*Negotiating with Corporate Clients in fixing the Transfer & FC rates

*Sending Outward & Receiving Inward transactions with respect to the Central Bank's AML Guidelines

*Ensure all customers are treated equally irrespective of amount and nature of transaction.

*Obtain feedback in the customer suggestion forms.

2009 - 2011

Cisnet Computer Technologies | Office Administrative Assistant

*Guide the students about the best computer courses that match according to their needs

*Help Customer in buying the best assembled computers according to their choice

2007 - 2008

CAMS (Computer Age Management Services) | Customer Care And Back Office Executive

*Handle walk in clients (enquiries about mutual funds)

*Receive Customer calls of requests for products and services

2006 - 2007

HDFC Bank | Sales Promotion Executive

*To promote sales of various banking products like Savings Account, Current Account, NRI Account, Insurance, Home Loan, Personal Loan etc....

*Maintain and develop good relationship with customers through personal contact or meetings or via telephone etc.

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Other Info

Skills

Analytical - Team Leading - Office and Man Management - Pro Active with Positive Attitude - Customer service

Languages

English - Hindi - Malayalam - Tamil

Awards

management - Strong Interpersonal and Communication Skill

Interest

Reading - Music - Art and Design - Traveling

*UAE Topper in the category of FC Cashier for 8 times

*Branch Top Performer in the category of FC Cashier for 10 times

*Area topper in the category of FC Cashier in Northern Emirates Area 2 for 8 times

*Excellent Performer for the year 2014

*Excellent Performer for the year 2015

*FC Champion for the year 2016

*Best FC Cashier for The Year 2017