



Rahul Raghavan, CAMS

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Date of birth

26/04/1989

Nationality

Indian

Skills

Ability to Multitask

Time Management

Computer Skills

Fast Learner

Communication Skills

Leadership

Result Oriented

Critical Thinking

Knowledge of Regulations
and Compliance

Ability to Work in a Team

Profile

Motivated **Team Leader - Customer Experience** with **10** years of experience in the industry. Recognized for assessing operational needs and developing solutions to save costs, improve revenues and drive customer satisfaction. Resourceful and well-organized with excellent leadership and team-building record.

Worked in the capacity of Branch Due Diligence Officer and earned the prestigious '**Certified Anti-Money Laundering Specialist**' certificate from ACAMS. Plans to shift the career focus in the area of Compliance & AML/CFT.

Employment History

Team Leader - Customer Experience, Al Fardan Exchange LLC, Abu Dhabi

April 2024

- Led performance reviews and tailored employee feedback to facilitate professional development.
- Led shifts and motivated team to drive sales.
- Fostered positive employee relationships through communication, training and coaching.
- Followed opening, closing and shift changeover procedures for seamless operations.
- Provided leadership and direction for employees, supervising activities to drive productivity and efficiency.
- Promoted professionalism among staff to develop productive relationships.
- Professionally handled difficult customer complaints and objections to maintain first-class customer service standards.
- Supported new hires through onboarding process for speedy and successful training.
- Recognised exceptional individual performance for improved motivation.
- Prioritised and assigned tasks for strategic and optimised distribution of workloads.

Branch Due Diligence Officer, Al Fardan Exchange LLC, Abu Dhabi

January 2022 — March 2024

- Daily checking of newly onboarded retail and corporate customers and ensures that the KYC recorded and updated in the system comply with CBUAE requirement.
- Created ethical standards procedures to improve current company guidelines.
- Ensured company policies were implemented and adhered to.
- Reported cases of non-compliance directly to Compliance Department.
- Managed practical action plans to respond to audit discoveries and compliance violations.
- Developed and maintained system for tracking and reporting compliance violations.
- Reviewed, revised and updated compliance policies and procedures to confirm continual compliance with applicable laws.
- Identified, investigated and documented compliance violations and recommended corrective measures.
- Maintained up-to-date knowledge of current and emerging compliance regulations.
- Prepared and submitted regulatory filings in timely manner.
- Developed and implemented corrective action plans for non-compliance issues.

Senior Teller, Al Fardan Exchange LLC, Abu Dhabi

December 2014 — December 2022

- Identified and mitigated potential fraud and transaction risks.
- Organized and stocked teller areas to maintain readiness for daily customer flows.
- Explained services, financial products and applicable fees to customers.
- Trained new tellers in institutional processes and procedures, mentoring through learning period and answering questions.
- Responded and assisted customers with account inquiries and updates.
- Managed vault, in the custody of over AED 1 Million.
- Performed general teller duties, including handling cash, balancing cash drawers, performing prepaid card sales, cross selling investment products.
- Recommended products and services to current and prospective customers.
- Solved customer issues and disputes using accurate information and policies, maintaining loyalty and satisfaction.
- Completed end-of-day till reconciliations and paperwork.
- Observed correct procedures regarding financial and customer information to prevent breaches and data misuse.
- Maintained compliance with internal controls and UAE banking regulations.
- Suggested additional products and services matching customer needs.
- Completed currency exchanges following current, accurate rates.
- Balanced daily cash deposits and vault inventory.

Education

Master of Business Administration, Gandhigram Rural Institute, India

June 2010 — March 2012

**Bachelor of Business Administration, KSR College of Arts & Science,
India**

March 2007 — April 2010

CERTIFICATIONS

Certified Anti-Money Laundering Specialist (CAMS)

References

References available upon request