



Gaurav Arora

📍 United Arab Emirates

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SUMMARY

With over 14 years of experience in the global remittance industry and payment solutions. Detail-orientated Area Manager successful in building and motivating dynamic teams while cultivating company culture in which staff members feel comfortable voicing questions and concerns, as well as contributing new ideas driving growth initiatives. Highly motivated team leader and coach driven to cut company costs and boost revenue through innovative management and sales techniques. Client-focused strategic thinker seeking to leverage background into Manager role with growing organization.

SKILLS

- Good Communication
- Team Leadership
- Problem Solving
- Team Management
- Decision Making
- Marketing Analysis
- Negotiation
- Strategic Thinking
- Customer Satisfaction
- Business Relation Management
- Sales
- Business Development

EXPERIENCE

August 2015 - Current

Area Manager Emirates India International Exchange | United Arab Emirates

- Heading 15 branches to deliver AED 17.2 Million annual turnover in 2023 through Finance & Exchange operations
- Led business planning, branch growth & finance operations in collaboration with senior leadership to manage area performance & achieve top & bottom-line growth plans
- Maintained positive, professional working environment to optimise staff and customer satisfaction.
- Promoted positive customer service experience by promptly resolving conflicts.
- Recruited and hired top talent across multiple functions.
- Led, trained and coached employees to consistently meet and exceed target KPIs.
- Monitored and responded to competitor activity to stay ahead of marketplace trends.
- Acted as a key point of contact for all operational issues within the area, resolving problems quickly and efficiently.
- Developed and implemented operational procedures to maximise efficiency and reduce costs within designated areas.
- Organised community engagement initiatives that enhanced the company's local profile and contributed to public goodwill.
- Devised Annual Business plan for Area branches basis target market, customer insights, industry trends & competitor performance
- Identified potential market expansion opportunities through new branches & created business case for leadership
- Liaise with marketing team to create different campaigns and promotions for the branch to increase footfall and profitability
- Increased accounting accuracy to 100% by improving exchange's software attributes with IT team.

July 2010 - July 2015

Branch Manager EMIRATES INDIA INTERNATIONAL EXCHANGE | United Arab Emirates

- Ensuring given branch income targets are achieved
- Manage Foreign Currency and remittance business
- Handling corporate customers for their foreign exchange and remittance requirements
- Keeping optimum stock of foreign currencies and anticipating future demands
- Conducting awareness training about fake notes and detection for cashiers in the whole region
- Analyzing and updating competitive rates in the branch
- Maintaining good relations with customers to ensure customer retention
- Checking posting of accounts to respective heads under the rules & regulations of company law and tallying accordingly
- Checking whether payments and receipts are done in accordance with guidelines of company law
- Checking the branch accounts at the end of the month and generating a report of the same.

- Shaped business strategy with compelling vision and data analysis.
- Conducted customer feedback surveys to improve service levels.

ACCOMPLISHMENTS

- Excellence Award for heading and executing process digitization and Software Migration program in the company.
- Rated as consistent Best performer in annual appraisals, felicitated in company annual event.
- 4 Spot Awards across tenure for displaying exceptional customer-centricity and leading flawless branch audits.

WEBSITES, PORTFOLIOS AND PROFILES

[gaurav-arora-428008228](#)

EDUCATION

Bachelor of Business Administration

Sree Narayana Guru Institute of Science and Management, INDIA

Certified Exchange Professional

FERG UAE

Anti-money Laundering/CFT Compliance and Fraud Prevention Certification

MoneyGram International Inc

LANGUAGES

Hindi: First Language

English: C2



Proficient