

# RESUME

## IMRAN ARIF PATEL



### PERSONAL INFORMATION

Nationality	–	Indian
Date Of Birth	–	March 21, 1979
Place of Birth	–	Sawantwadi
Sex	–	Male
Religion	–	Islam
Marital Status	–	Married
Passport No	–	S9342745
Date & Place Of Issue	–	09/07/2019, Panajim
Date Of Expiry	–	08/07/2029

<u>PRESENT ADDRESS</u>	–	23/C – WARD, BAHERCHAWADA, SAWANTWADI -416510 DIST. SINDHUDURG, MAHARASHTA STATE,INDIA
<u>MOBILE NO.</u>	–	<b>0091 9011898931</b>

<u>E-MAIL</u>	–	<a href="mailto:imran_sawantwadi@yahoo.com">imran_sawantwadi@yahoo.com</a> , <a href="mailto:imransawantwadi79@gmail.com">imransawantwadi79@gmail.com</a>
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<u>EDUCATION QUALIFICATION</u>	–	<b>GRADUATION (B.Sc ZOOLOGY)</b> in the year <b>2001</b> with <b>48.50%</b> <b>HSC</b> in the year <b>1997</b> with <b>42.17%</b> <b>SSC</b> in the year <b>1994</b> with <b>56.77%</b>
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<u>PROFESSIONAL QUALIFICATION</u>	–	Diploma in Office Automation & Certificate in Desk Top Publishing.
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<u>COMPUTER SKILL</u>	–	Basic Knowledge of Computer MS Word, Excel & internet.
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<u>SKILL</u>	–	Good with people, Great with computers, hard worker, Fast learner, Great work new ideas etc.
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<u>LANGUAGE KNOWN</u>	–	English, Hindi, Marathi, Urdu & Konkani
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## **EXPERIENCE**

- **Company** – UNIMONI Financial Services Ltd ( UAE EXCHANGE & Financial Services Ltd)
  - **Location** – Panaji Branch Office (Goa)
  - **Position** – Business Head
  - **Duration** – June 2013 – April 2019  
Sep.2020 – April 2021  
April 2021- till date ( Mapusa Branch newly opened)
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- Understand the AML requirements and escalated Suspicious transaction to concerned superiors  
To continuously monitor competitor activities and identifying suitable strategies to project and grow market share.
  - Strictly adhere to the company policies.
  - Managed foreign currency operations on a daily basis, handle administration related activities including money transfer dealing, preparing remittance and supervising counter.
  - Supervising and supporting the team with the aim of achieving optional passenger satisfaction and consistent services levels.
  - Act as the point of escalation for any equerries.
  - Broadened my knowledge on how the marketing and sale structure of the tourism industry work.
  - Plant our itineraries, applying knowledge of travel and destination sites.

## **NATURE OF DUTIES & RESPONSIBILITY-**

- Primary Point of contact and chief in charge for the branch
- Administration of Branch Operations.
- Responsible for Design and roll out of product initiatives of the company at branch level.
- Ensure branch targets are met. Ensure all guidelines and regulatory requirements are followed.
- Manage, train and motivate staff to deliver world-class service.
- Scope and target customers in your catchment in collaboration with Product/Sales support.
- Ensure service quality.
- Resolve complaints accurately
- Conduct internal checks on a regular basis
- Ensure process checks relating to vaults are conducted
- Responsible for sys-admin and setup within the branch
- Monthly/ Periodic Verification of Auditable items at Branches
- Ensure satisfactory audit at the branch
- Ensure adequate training of staff on all products, processes and services of the bank
- Increase awareness of various policies of the bank with regard to customer service and compliance

## **EXPERIENCE**

- **Company** – UNIMONI Financial services Ltd.  
( Formerly UAE EXCHANGE & Financial Services Ltd )
- **Location** – Panaji Branch office (Goa)
- **Position** – Senior Officer 1 (ABH & Forex Head & Travel Holidays)
- **Duration** – May '08- June 2013

## **NATURE OF DUTIES & RESPONSIBILITY -**

- Second in Command to the branch head
- In charge for the Foreign Exchange & Travel & Holidays
- Dealing with Banks for buying / selling foreign currencies and remittance
- Meeting with high profile clients, NRI Banks, Corporate & U marts agents
- To ensure compliance with regards to RBI rules & regulation, AML guidelines, and follow laid down circulars process by the company and other statutory bodies.
- Build and relationship with clients to increase business size & revenue.
- Responded to customer inquiry calls, promptly courteously and in a friendly manner, assessing the customer's needs in order to provide them with the best solution to their needs.
- Researching travel options & presenting the best deals in term of requirements.
- Ensure all booking & reservation are processed accurately
- Building strong relationship with clients.
- Prepared detailed itineraries upon booking to ensure accuracy of reservation & provided confirmation to clients kept informed of airlines, rules & regulation tariffs and other industry requirements.
- Enhancing my knowledge and skills in the tourism industry by dealing with ticketing, tour quotes and bookings.
- It has also enhanced my customer services communications skills and made me a better team player.

## **EXPERIENCE**

- **Company** – Hyundai
- **Location** – Goa
- **Position** – Warranty In Charge
- **Duration** – Oct '07 to Apr.'08

## **NATURE OF DUTIES & RESPONSIBILITY -**

- Warranty claim, PWA request, Free Service claims, Freight claims, logging Extended warranty
- Selling extended warranty, failed parts dispatch. RO time card.
- Preparing outstanding claim report, Monthly claim report.
- Updating daily efficiency & productivity of Technician, Tracking warranty & preparing incentive list.
- Preparing Final inspection Report on daily bases.
- Handling online warranty procedure in Siebel with GDMS operating system.

### **EXPERIENCE IN INDIA**

- **Company** – L.G. Electronic
- **Location** – Goa
- **Position** – Store in charge
- **Duration** – Apr.'06 to sep.'07

### **NATURE OF DUTIES & RESPONSIBILITY**

- Updating inventory in system & Preparing invoices of spares.
- Storage & preservation of materials, issuing of materials as per the requisition
- Making order of moving spares from H.O. & arrangement of urgent spares through the nearest branches.
- Collection of warranty parts from services station & making P2P of warranty parts & sending to H.Q for analyses
- Making PDI of Loc-1 material return from dealer stock & making insurance of return material & transfer into loc-2 all this process through ERP Oracle base.
- Familiar with MS-Office, MS word, excel & internet

### **EXPERIENCE IN INDIA**

- **Company** – Ganga auto spare parts
- **Location** – Sawantwadi
- **Position** – Invoice clerk
- **Duration** – Oct.'02 to Oct.'05

### **EXPERIENCE IN INDIA**

- **Company** – Crystal Pharma
- **Location** – Sindhudurg
- **Position** – Medical Representative
- **Duration** – Oct.'01 to Sep.'02

### **MAJOR ACHIEVEMENTS**

- Received award from UAE EXCHANGE for Best Forex staff in the Regional Level competition in November 2010.
- Best Employee of the month in Goa Region July 2012) & Received Certificate of Appreciation for being the Regional topper Forex in October 2012

### **CAREER OBJECTIVE**

A responsible as a hard workmanship where ability and experience have valuable application. Position preferred should provide an opportunity for continued personal growth and professional advancement.

**GENERAL CHARACTERISTICS**

Ability to coordinate and communicate effectively with management at all levels. Performs detailed sensitive assignment with dependability and functions with troubleshooting environment. I am a good team worker & work well even under stress. Organizer & details oriented.

I hereby certify that the above information is true & correct to the best of my knowledge & belief.