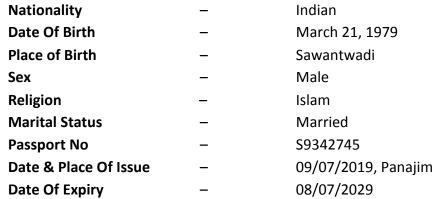
RESUME

IMRAN ARIF PATEL

PERSONAL INFORMATION





PRESENT ADDRESS	-	23/C – WARD, BAHERCHAWADA, SAWANTWADI -416510 DIST. SINDHUDURG, MAHARASHTA STATE,INDIA
MOBILE NO.	-	0091 9011898931
<u>E-MAIL</u>	_	imran_sawantwadi@yahoo.com , imransawantwadi79@gmail.com
EDUCATION QUALIFICATION -		GRADUATION (B.Sc ZOOLOGY) in the year 2001 with 48.50% HSC in the year 1997 with 42.17% SSC in the year 1994 with 56.77%
PROFESSIONAL QUALIFICATION -		Diploma in Office Automation & Certificate in Desk Top Publishing.
COMPUTER SKILL	-	Basic Knowledge of Computer MS Word, Excel & internet.
<u>SKILL</u>	-	Good with people, Great with computers, hard worker, Fast learner, Great work new ideas etc.
LANGUAGE KNOWN	-	English, Hindi, Marathi, Urdu & Konkani

EXPERIENCE

- Company UNIMONI Financial Services Ltd (UAE EXCHANGE & Financial Services Ltd)
- Location Panaji Branch Office (Goa)
- Position Business Head

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• Duration

June 2013 – April 2019 Sep.2020 – April 2021

April 2021- till date (Mapusa Branch newly opened

- 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. (Formely 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 then 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.