

AJAY KANAUJIYA

BRANCH IN-CHARGE (SUPERVISOR)



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Dubai, Dubai



PROFESSIONAL SUMMARY

Overall 6+ years' of experience in Financial Services industry - Cash Handling, Remittance, Foreign Exchange, and Customer Relationship Management. Sound understanding of international and local regulatory laws, AML/ CTF Policies. Detail-oriented professional with excellent communication, interpersonal, and creative thinking skills. Aiming to leverage my abilities to successfully fill the vacancy at your company. Frequently praised as hard-working by my peers, I can be relied upon to help your company achieve its goals.

EXPERIENCE

Al Fardan Exchange - Branch in-charge

Sharjah • 03/2024 - 06/2024

- Responsible of monitoring overall branch performance, achievements, staff allocation, productivity, Training staffs, MIS reports, Income and expenses etc.
- Looking after whole WPS segment for the branch & processing salaries through WPS.
- Assessed staffing needs based on patient acuity levels and adjusted schedules accordingly.
- Identified opportunities for process improvement within the unit and implemented changes accordingly.
- Demonstrated ability to lead and manage a team of nurses in a fast-paced environment.
- Addressed customer complaints promptly and professionally in order to maintain positive relationships with patients.

EDUCATION

CSJM UNIVERSITY KANPUR INDIA - BACHELOR'S DEGREE

INDIA • 06/2015

Bachelor of Arts (B.A.): English Literature

SKILLS

- Adobe Photoshop
- Adobe InDesign
- Adobe Illustrator
- Adobe After Effects
- Ms Word
- Ms Excel
- Ms PowerPoint
- Digital Marketing
- Microsoft Outlook
- Microsoft PowerPoint
- Customer Service

Al Fardan Exchange - Service Officer

Sharjah • 04/2022 - Present

Cash Handling, Remittance, Foreign Exchange. Sound understanding of international and local regulatory laws, AML/ CFT Policies. Comprehensive understanding of banking and financial industry. Proficient in exchanging foreign currencies.

- Extensive experience about Asian corridor transactions.
- Selling and purchase foreign currencies with good amount of margin.
- Well aware about international and local regulatory laws, AML/CTF policies.
- Working as a Branch Compliance Officer for 7 months and done the job with 100% accuracy.
- In-depth knowledge about Cheque transactions and its processing time.
- Sound understanding about customer service and the benefits of maintaining an eye contact with the customers.
- Performed data entry duties accurately and efficiently using various software applications.
- Trained new employees on departmental procedures as well as best practices for interacting with customers.

UAE Exchange Centre LLC UAE - Head Teller

Musaffah, Abu Dhabi • 05/2018 - 02/2022

- Proficient in exchanging more than 25 different currencies
- Process international and domestic transactions in an accurate and quick manner
- Provide exemplary customer service, helping to ensure customers leaving the branch with a lasting positive impression
- Recorded amount received and prepared report of transactions
- Build rapport with customer asking meaningful questions to better understand their financial needs
- Manage and handle the cash and Cheque transactions at the teller counter.

RHDL international BPO India - Customer Support Executive

01/2016 - 12/2017

- Responded to customer complaints with empathy, patience, and understanding.
- Utilized problem-solving skills to resolve escalated customer service issues in a professional manner.
- Documented detailed information about customer queries for future reference purposes.
- Ensured compliance with all relevant regulations related to data privacy and security protocols.
- Actively listened to customers' concerns in order to provide accurate solutions that meet their expectations.

HemSupra Private Limited - Digital Product Designer

Shreshtha Vihar, Delhi • 05/2014 - 10/2015

- Utilized a variety of tools such as Adobe Creative Suite to create

- Data Analysis

CERTIFICATIONS

- 12/01/21, Present, Business Analytics with Excel
- 12/01/21, Present, Design Thinking for Beginners
- 12/01/21, Present, Introduction to Cyber Security
- 06/01/21, Present, Fundamentals of Digital Marketing

high fidelity mockups and prototypes.

- Optimized digital experiences by leveraging data analytics to inform design decisions.
- Created designs, concepts, and sample layouts, based on knowledge of layout principles and esthetic design concepts.
- Maintained archive of images, photos, and previous work products.

LANGUAGES

- **Hindi Native**
Native
- **Punjabi Intermediate**
Conversational
- **English**
Fluent

WEBSITE, PORTFOLIO AND PROFILES

[linkedin.com/in/ajay-kanaujiya/](https://www.linkedin.com/in/ajay-kanaujiya/)