



Swapnil Sagar Jangid

RELATIONSHIP MANAGER
(CORPORATE SALES AND HIGH NET
INCOME CUSTOMERS)

+971 56 232 2809

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Education

Bachelor's in Commerce

2010-2013

Periyar

Salem, India

Higher Secondary Certificate

2003-2005

Sidhath College

Mumbai, India

Secondary School Certificate

2003

St. Xavier's High School

Mumbai, India

About me

Driven team player with expertise in emergency dispatching and a knack for comforting and advising others. Known for delivering exceptional customer service, meeting sales goals, and working efficiently under tight deadlines. Committed to increasing customer loyalty and achieving company objectives.

Experience

Relationship Manager

Feb 2024 - Present

Wallstreet Exchange LLC
Dubai

Manage and expand relationships with corporate and high-net-worth clients, offering tailored financial solutions. Drive sales growth, optimize transaction processes, and enhance client satisfaction while ensuring compliance.

Core Competencies:

- Customer Relationship Management
- Business Development
- Financial Analysis
- Compliance & Risk Management
- Sales Strategies
- Client Retention
- Cross-Selling

Key Responsibilities:

- Manage a portfolio of corporate clients
- Build long-term relationships and facilitate foreign exchange transactions.
- Develop sales strategies, increasing new product uptake by 30%.
- Ensure compliance with AML regulations.

Courses

Sep - Nov 2020

- ACAMS
- Zabeel Institute, Dubai

Skills

- Leadership Skills
- Personnel Mentoring
- Result-Oriented
- Problem Resolution
- Relationship Development
- Customer Service
- Time Management

Languages

- English
- Hindi

Personal Details

Date of Birth
5 oct 1985

Nationality
Indian

Visa Status
Employment Visa

Marital status
Married

Driving License
Yes

Banks Notes and Foreign Currency Changer/Acting Branch Mnager

Mar 2021- Feb 2024

Wallstreet Exchange LLC
Dubai

- Resolved escalated customer issues.
- Monitored branch performance and prepared reports.
- Ensured compliance with policies and regulations.
- Addressed and resolved customer issues, improving loyalty and enhancing the company's reputation.
- Executed foreign currency transactions, Telex transfers, and cash payouts with precision.
- Administered demand drafts, utility payments, and corporate registrations efficiently.
- Oversaw and reconciled branch cash; reported suspicious activities to ensure compliance.

Banks Notes and Foreign Currency Changer

Nov 2014 – Jan 2021

UAE Exchange Centre LLC
Dubai

- Resolved customer issues, enhancing loyalty and company reputation.
- Handled foreign currency transactions, Telex transfers, and cash payouts.
- Managed demand drafts, utility payments, and corporate registrations
- .Maintained and reconciled branch cash; reported suspicious transactions.

Customer Service Representative

Aug 2007 – Jan 2014

Respondez Pvt Ltd,
Mumbai, India

- Handled credit card collections and provided exceptional customer service.
- Resolved customer issues and negotiated conflicts.
- Managed inquiries, complaints, and reported to the Team Leader.

Computer Proficiency

- Handled credit card collections and provided exceptional customer service.
- Resolved customer issues and negotiated conflicts.
- Managed inquiries, complaints, and reported to the Team Leader.