



# Sunny Sharma

## Personal Details

**Age: 34 | Male**

**M: +971502516551**

**Email:**

[sunnysharma2225@gmail.com](mailto:sunnysharma2225@gmail.com)

**URL:**[linkedin.com/In/sunny-sharma-518170181](https://www.linkedin.com/in/sunny-sharma-518170181)

## Certifications

Certificate of Foreign Exchange (CCFE) [Indian Institute of Banking and Finance, Jan'22]

## Skills

- Communication skills
- Microsoft Office Suite
- CRM Software Usage
- Relationship Management
- Customer Account Management
- Negotiation skills
- Administration skills
- Customer Service
- Complaint Resolution

## Languages Known

- English- Fluent
- Hindi- Fluent

## Education

Maharaja Sayajirao University of Baroda- 2012  
Bachelor of Commerce-Major Accounts

## Professional Summary

Diligent and results-oriented Banking Professional with a proven track record in retail forex, wealth management, and financial services. Excelling in organizational and administration skills, this individual specializes in delivering customized solutions to high net worth clients. Demonstrates proficiency in driving revenue growth, optimizing processes, and ensuring compliance with regulatory standards. Adept at fostering strong customer relationships, providing comprehensive training, and supporting staff for efficient operations. Eager to leverage expertise in a challenging role that aligns with organizational objectives and offers opportunities for professional growth.

## Professional Experience

**FINMART FINANCIAL SERVICES LLC, DUBAI UAE May'24**

**Customer Service Representative-Credit cards & Personal Loans ( Mashreq Bank)**

- Acquired credit card and personal loan business from in-house and open market clients through various channels.
- Pitched credit cards and personal loans to customers via open market visits, corporate calls, and telesales.
- Generated leads and closed deals through tele-calling and engaging walk-in customers.
- Monitored and tracked business for timely submission and processing.
- Ensured activation on sold credit cards.
- Matched the right product to the right client, explained features and offers, and ensured card activation within the required time frame.

**ICICI BANK LIMITED, VADODARA**

**Aug'23 – Dec'23.**

**Relationship Manager- Trade Forex & Wealth**

- Managed portfolios totaling 20 crore across 4 branches, excelling in trade and wealth management.
- Delivered tailored financial solutions to high-net-worth clients, enhancing relationships through various channels.
- Acquired, maintained, and strengthened private investment management and trade forex accounts.
- Executed export/import transactions for large corporate clients, ensuring compliance and end-to-end support.
- Optimized and re-engineered trade process flows, significantly improving efficiency and productivity.
- Directed category management, business development, and trade marketing for pocket and multipurpose lighter brands.

**INDUSIND BANK LIMITED, SURAT**

**June'22 – July'23.**

**Chief Manager – Retail Forex**

- Spearheaded the growth of forex business across Surat and South Gujarat, driving revenue and market expansion.
- Successfully generated revenue from Existing to Bank (ETB) clients and actively sourced New to Bank (NTB) business opportunities.

- Conducted comprehensive training for branch personnel on forex products, enhancing product knowledge and promotion.
- Drove new business acquisitions in the forex sector, leveraging market insights and client relationships.
- Managed a diverse portfolio of forex products including remittances, forex cards, and NRI deposits, catering to varying customer needs.
- Provided crucial support to branch staff, ensuring smooth processing of forex transactions and regulatory compliance.

**THOMAS COOK INDIA LIMITED, PUNE**

***Feb'15 – June'21.***

***Assistant Manager - Foreign Exchange. (Transferred to Pune in July 17, earlier in Vadodara)***

- Achieved revenue generation of 1 crore in retail forex, demonstrating exceptional sales capabilities.
- Expertly managed cash operations, ensuring precision in handling multiple currencies, traveller's cheques, and INR.
- Implemented accurate daily physical stock counting procedures and promptly reported discrepancies to the Line Manager.
- Delivered comprehensive foreign exchange solutions, effectively catering to diverse client needs.
- Optimized resource utilization and maintained financial stability by managing and reporting on funds and Forex positions.
- Ensured financial accuracy and compliance through routine reconciliations of receivables/payables across parties, branches, and departments.
- Mitigated risks related to AML and fraudulent activities by conducting daily compliance and audit checks.
- Collaborated with Area Managers and product groups to assess FX needs, enhance account penetration, and ensure high customer satisfaction.

**CENTRUM DIRECT LTD, VADODARA**

***May'12 – Jan'15.***

***Executive - Operations (Forex & Financial Services)***

- Managed cash operations across multiple currencies, traveller's cheques, and INR, ensuring accuracy and accountability.
- Maintained systematic customer files and records, enhancing retrieval and organization.
- Delivered comprehensive Forex and Financial Services, meeting diverse customer needs.
- Oversaw accounts and branch operations, ensuring smooth functioning and compliance with operational standards.