

# ARUN T GOPI

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## Career Objective

To add significant value to the organization and its people through the application of my personal and professional knowledge and experience.

## Experience Summary

Working as Branch In charge at a professional organization. Successfully assisted management in implementing ideas of the month along with maintaining the targets and terms of customer satisfaction to build up company reputation. I have experience in operations, product sales, customer service, marketing and business developments in a remarkable time period of 8 YEARS. Am looking forward to take up a challenging position where I will have the opportunity to utilize my experience to achieve the organization goals along with mine.

## Area of Expertise

- Customer Service
- Team Management
- Problem Solving
- Project Handling
- Budget Management
- Cold calling
- Retail & Corporate sales

## Professional Experience

❖ **Company** : **LULU INTERNATIONAL EXCHANGE**  
Nature of Business : Local and Int’l Remittance, Foreign Exchange and WPS  
Location : Al Karama, Dubai, UAE  
Years of Service : August 2020 to Present  
Position Held : **Branch Supervisor**

❖ **Company** : **FEDERAL EXCHANGE**  
Nature of Business : Local and Int’l Remittance, Foreign Exchange and WPS  
Location : Al Satwa, Dubai, UAE  
Years of Service : February 2018 to March 2020  
Position Held : **BRANCH IN CHARGE**

❖ **Company** : **ARAB LINK MONEY TRANSFER (Subsidiary of Abu Dhabi Islamic Bank),**  
Nature of Business : Local and Int’l Remittance, Foreign Exchange and WPS  
Location : Head Office Branch, Bur Dubai, UAE  
Years of Service : 2016 - 2018  
Position Held : **Branch Supervisor**

▪ **Company** : **REDHA AL ANSARI EXCHANGE**  
Nature of Business : Local and Int'l Remittance, Foreign Exchange and WPS  
Location : Abu Dhabi, UAE  
Years of Service : February 2010 – January 2013  
Position Held : **HEAD TELLER**

### **Duties and Responsibilities**

1. Branch Operations and Management
  - Overall responsible for the operations of a full service branch office including, operations, branch administration, product sales, customer service, safety & security in accordance with the company's objectives
  - Responsible for increasing branch's revenues.
  - Responsible for new business development as well as maintaining the existing client base
  - Making Remittances all over the world through TT (multi-currency SWIFT enabled telex Transfers (TT) through correspondent Banks.
  - Making inward and outward money transfers all over the world using various instant money transfer systems.
  - Registering Corporate clients for Remittances, FC and WPS
2. FOREX Deals
  - Dealing with the buying and selling of different currencies.
  - Giving sound pricing to walk in clients and negotiate with dealers for wholesale FOREX
3. Reports Preparation and Job Delegations to Staff
  - Generate daily reconciliation register for staff at the end of every working day and reconcile the same with physical cash.
  - Managing the whole branch operations, from the morning report need to be passed on to the higher management till the branch closing activities.
  - Guiding and Teaching the staff regarding with all the necessary policies, such as AML/KYC and follow the procedures and lead them by examples.
  - Personally checking the staff SOA every start and end of their duties.

### **Academic Qualification**

#### **Master of Tourism Administration (MTA)**

MG University, Kottayam, Kerala, India 2002-2005

#### **Bachelor of Economics (BA Economics)**

MG University, Kottayam, Kerala, India 1999-2002

### **Computer Skills**

- MS Office
- Excel
- HTML
- PHP
- Joomla

### **Languages**

- English
- Hindi
- Malayalam

### **Personal Skills**

- Self-motivated
- Target driven
- Taking work Initiative
- Influencing skills
- Work under pressure

### **Declaration:**

I hereby declare that the information furnished above is true to the best of my knowledge.

**(ARUN T GOPI)**