

SHEEJU PALLIKARA SRINIVASAN

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204, Belhasa Building, Sheikh Hamdan Colony, Karama, Dubai, UAE

PROFESSIONAL SUMMARY

Dynamic and dedicated professional with over 14 years of experience in management, operations, and customer service across diverse industries in Qatar and UAE. Known for a strong track record in optimizing workflows, fostering team collaboration, and ensuring operational excellence. Skilled in regulatory compliance, team leadership, and providing high-quality customer service. Seeking to leverage my expertise and adaptability to contribute effectively to organizational success in a dynamic role.

KEY SKILLS

Branch Operations Management	Team Leadership & Staff Training
Customer Service Excellence	Problem-Solving & Decision-Making
Financial Management	Organizational Development
AML Compliance & Regulatory Adherence	Analytical & Reporting Skills
Forex & Money Exchange Operations	Internal Auditing & Compliance Procedures

PROFESSIONAL EXPERIENCE

Branch Manager
Gulf Exchange, Qatar

September 2022 - December 2023

- Oversaw daily branch operations, ensuring financial goals were met and front-office procedures were followed.
- Monitored Anti-Money Laundering (AML) activities and trained staff on compliance frameworks and policies.
- Conducted regular audits to ensure adherence to regulatory guidelines; reported compliance issues to senior management.
- Managed branch performance, preparing monthly reports for strategic evaluation and improvement.

Branch Manager
Wall Street Exchange Center LLC, Dubai, UAE

December 2014 - July 2022

- Acted as liaison between head office and branch staff, ensuring smooth communication and adherence to protocols.
- Developed streamlined operational procedures to enhance efficiency and reduce costs.
- Managed end-of-day balancing for cashiers and prepared essential reports for the head office.

Branch Supervisor
Redha Al Ansari Exchange, Dubai, UAE

January 2013 - November 2014

- Directed branch operations including customer service, and sales to meet business objectives.
- Handled customer inquiries, ensuring quick resolutions and maintaining a high level of client satisfaction.
- Processed employee payroll via WPS and ensured AML and CTF compliance across transactions.

Forex Teller
UAE Exchange, Dubai, UAE

June 2008 - December 2010

- Managed daily cash and forex transactions, registering and resolving customer complaints.
 - Provided guidance to customers on product selection, addressing rate inquiries and providing product insights.
 - Ensured strict adherence to AML guidelines in all transactions.
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EDUCATION

Bachelor of Science in Plant Biology & Plant Technology
Madras University, India
2004 - 2007

CERTIFICATION & LICENSES

Driving License

- **International Driving License:** GRN202-400-5263 | Expiry: 30/06/2025
 - **Qatar Driving License:** 28435679496 | Expiry: 28/05/2028
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TECHNICAL SKILLS

- Microsoft Word, Excel, PowerPoint
 - Internet & Email Communication
 - Basic Computer Proficiency
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LANGUAGES

- English, Hindi, Malayalam, Tamil
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References are available upon request.