



RINESH THOTTASSERI

Area Manager

Dynamic and results-oriented Area manager with over 10 years of experience in overseeing multi-unit operations within the money exchange sector. Proven track record in managing large teams, implementing strategic initiatives, and ensuring exceptional customer services standards. Strong leadership skills with commitment to staff development and continuous improvement.

CONTACT

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PERSONAL INFORMATION

Date of Birth: 27/01/1989
Gender : Male
Marital status : Married
Nationality : India
Visa Status : Employment
Passport No : W5328198
Issue Date : 08/12/2022
Expiry Date : 07/12/2032

SOFT SKILLS

- Communication Skills:
- Verbal Communication
- Written Communication:
- Active Listening
- Customer Relationship Management
- Building Rapport Follow-Up
- Customer Service
- Persuasion
- Problem-Solving
- Closing Deals

EDUCATION QUALIFICATION

- MBA (Master of Business Administration) (HR Management & Marketing Management) India
- B.A English Literature: (English Literature and Journalism) University of Calicut Kerala India

Experience

Al Razouki International exchange:

Area Manager – Dubai (2023- Present) Dubai, UAE

Duties and Responsibilities:

Operational Management:

Oversee day-to-day operations of all branches within the assigned area. Ensure adherence to operational policies, procedures, and standards across all branches. Implement and monitor efficient processes to streamline operations.

Financial Performance:

Develop and execute strategies to meet or exceed financial targets for the area. Monitor and analyze financial reports to identify areas for improvement. Implement cost-effective measures to enhance overall profitability.

Team Leadership:

Recruit, train, and develop branch managers and staff within the cluster. Provide leadership, guidance, and support to ensure high performance and motivation. Conduct regular performance evaluations and implement performance improvement plans.

Sales and Business Development:

Develop and implement sales and marketing strategies to drive revenue growth. Set and monitor sales targets for each branch, providing support to achieve goals. Identify opportunities for business expansion within the area.

Customer Service:

Foster a customer-centric culture within the area. Monitor and ensure high levels of customer satisfaction. Address customer concerns and feedback

LANGUAGESKILLS

- English: Fluent
- Hindi: Fluent
- Tamil: Fluent
- Urdu: Fluent
- Arabic: Conversational
- Malayalam: Native

SKILLS

- Multi-tasking ability
- Energetic
- Human resource management
- Revenue generation
- Regulatory compliance.
- Customer service
- Self-sufficient
- Competitor analysis
- Business development

COMPUTER PROFICIANCY

MS OFFICE
CASME
SYMEX

DRIVING LICENSE

License number: 4794646

Place of issue: DUBAI

Al Razouki International exchange:

Branch Manager (2021- 2023) Dubai, UAE

Duties and Responsibilities:

- Managing operations and supervise a team of 20+ employees. including training, and scheduling.
- Developing and implementing policies: working with senior management to develop and implement policies and procedures that ensure compliance with all regulatory requirements and company standards
- Monitoring financial performance, including revenue, expenses, and profitability.
- Maintaining compliance: Ensuring that the branch operates in compliance with all relevant laws, regulations, and internal policies.
- Building and maintain relationships with customers, suppliers, and other stakeholders to ensure that the branch is meeting their needs and expectations.
- Marketing and promoting the business: Develop and implementing marketing strategies to promote the business and attract new customers.
- Maintaining accurate records of all transactions, including cash receipts, customer information, and other relevant data.
- Providing reports and feedback to senior management on the performance of the branch and any issues that need to be addressed.
- Ensure that customers receive excellent service and that any complaints or issues are resolved promptly and effectively.

Al Rostamani International exchange: Branch manager (2016-2021) Dubai, UAE

- Initially hired as entry-level teller, promoted due to accuracy, speed, and skills
- Developing, implementing and maintaining a business plan for the branch.
- Managing the daily activities of the branch.
- Enforcing the company's policies, principles, and procedures.
- Inspiring and motivating staff.
- Providing excellent service to customers
- Responsible for dealing with complex and diverse managerial problems.

Saad Exchange: Teller /Branch manager (2014- 2016) Fujairah, UAE

- Assisting customers with processing transactions, such as deposits, withdrawals, or payments, resolving complaints or account discrepancies, and answering questions.
- Informing customers about bank products and services.
- Tracking, recording, reporting, and storing information related to transactions, bank supplies, and customers, ensuring all information is accurate and complete
- Purchasing and selling of foreign currencies.
- Handling Wages Protection System (WPS)
- Following all bank financial and security regulations and procedures

DECLARATION

I hereby declare that the above mentioned information given is true.

RINESH THOTTASSERI