



DHANYA RAMESH

BRANCH OPERATIONS AND BUSINESS DEVELOPMENT

Business Strategy | Profit Centre Management
Reconciliation | AML Compliance | WPS Head

CONTACT

Phone:

+971 55 7789415

Email Address:

dhanyaramesh79@gmail.com

Address:

Muweilah, Sharjah

PERSONAL DETAILS

Date of Birth : May 1979

Nationality : Indian

Driving License : 65953

Valid till 2029

EDUCATION

Bachelors in Commerce

University of Calicut, Kerala, India

ADDITIONAL QUALIFICATION

- Tally
- Diploma in Computer Application
- Office Automation



PROFILE

A result-oriented professional with over 15 years of experience in Operations Management, Cross Border Remittances, Corporate & HNI Customer Relationships, Fund/Risk Management, Forex Management & Human Resource Management with a key focus on top-line Profitability & Business Expansion.



PROFESSIONAL EXPERIENCE

LM Exchange - Business \$Development Manager - WPS

- Develop strategies to increase market share and revenue.
- Identify potential clients and onboard.
- Stay updated on market trends ,regulatory changes and competitor strategies.
- Building partnerships with other major companies.
- Oversee end to end WPS processing from file upload to salary disbursal and also ensure timely and error free processing pf payrolls and related transactions.
- Manage reconciliation of WPS accounts and handle exceptions.
- Address client concerns and ensure high customer satisfaction and also conduct regular meetings with clients to understand their payroll needs.
- Identify and mitigate risks in the WPS process, including fraud prevention also ensure data security and protect sensitive employee information.
- Lead the WPS team, providing guidance and ensuring targets are met.
- Prepare monthly report on WPS performance (Revenue, transactions, client onboarding)
- Analyze key metrics to identify areas for improvement.

TRAININGS ATTENDED

- **Advanced Forex Market - UAE Exchange Bank Notes**
- **Training on Internal Audit for Management System – INTERTEK INTERNATIONAL LTD**
- **Leadership and Management Primer by LOIUS ALLEN INTERNATIONAL.**
- **Anti-Money Laundering and counter measures–Global Training Centre**

SKILLS

- **Leadership Skill**
- **Team Management**
- **Customer Relationship Management**
- **Presentation Skill**
- **Problem solving Skill**
- **Communication & Collaboration**

LANGUAGES

- **Hindi : Proficient**
- **English : Proficient**
- **Malayalam : Native**
- **Tamil : Intermediate**

Federal Exchange - Business Development Manager March 2023 - February 2024

- Managing and overseeing the entire marketing activity
- Administer the whole marketing team. Leading & training them
- Developing various unique marketing strategies
- Suggesting promotional ideas
- Overseeing the implementation of marketing campaigns
- Brainstorming fresh advertisement ideas with management.
- Proposing the required marketing budget.
- Identifying potential new markets.

Federal Exchange - Branch Manager at Al Quoz Mall September 2022 - February 2023

- Responsible for maximize business & revenue.
- Branch initiative for corridor business growth
- Staff management & Training
- Leading marketing activities outside branch
- Implementing Best Practices

Branch Operations Manager - UAE Exchange Centre LLC August 2010 - July 2021

- Implement and execute branch-level business strategies to meet the branch business and financial targets.
- Manage the entire branch operations and all accounting transactions.
- Running branch initiatives to improve business
- Analyze & Execute plans to achieve Targets
- Experienced in City/Industrial/Corporate based branches
- Reconcile corporate payables and generate corporate statements.
- Manage P&L with a given yearly budget.

Asst. Branch Head & Service Supervisor - UAE Exchange Centre LLC
March 2006 - July 2010

- Manages business operations and compliance to legal standards.
- Finds opportunities for business improvements.
- Flags and identifies risk and compliance related issues and provides solutions to mitigate the same.
- Manages system changes within the branches.
- Identifies and executes process improvement initiatives in the branches.



ACHIEVEMENTS AT UAE EXCHANGE CENTRE LLC

- Topper at SSP Exam
- Best Service Leader in 2009
- Unbreakable record in INR Volume



DECLARATION

I do hereby declare that all the information given above is true to the best of my knowledge and belief.

Dhanya Ramesh