

# NARENDRA NAKUL FADTE

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## PROFESSIONAL SUMMARY

Dynamic and results-driven Team Leader with over 12+ years of extensive experience in Forex and remittance operations. Adept at managing high-performing teams, achieving sales targets, and ensuring operational efficiency. Strong expertise in Compliance, and customer service, with a proven ability to enhance team productivity and optimize customer satisfaction.

## KEY SKILLS

- Leadership and Team Management
- Forex and Remittance Operations
- Regulations and Compliance
- Customer Management
- Sales Target Achievement
- Inventory and Currency Stock Control
- Training and Coaching Teams
- Strong skills in detecting counterfeit notes
- Multilingual Proficiency: English, Hindi, Marathi
- Advanced MS Office Proficiency, Knowledge of Financial Software

## INTERPERSONAL SKILLS

- Guiding and motivating teams to achieve targets and maintain high performance.
- Clearly conveying information and instructions to team members and customers.
- Ensuring customer satisfaction through interactive customer service.
- Addressing challenges promptly and effectively to maintain smooth operations.
- Staying flexible and responsive to the rapidly changing environment.

## TECHNICAL SKILLS & KNOWLEDGE

- Proficiency in using financial software's for reporting and analysis.
- Utilizing tools such as Excel, Interpreting data for analysis as input to Dashboard.
- Knowledge and experience in the operation and functioning of CCTV / display board systems.

## ACHIEVEMENTS

### Enhanced Team Sales Performance:

- Led a team of over 30 sales consultants at Travelex Qatar at Hamad International Airport, which is certified as a 5-Star Airport and ranked fifth in last year's award.
- Consistently achieved and exceeded monthly sales targets by up to 15 - 20%.
- Used training, coaching, and performance monitoring techniques to improve productivity.
- Aligned with the organizational goal of increasing Forex sales.

### Optimized Currency Management:

- Implemented efficient currency inventory and stock control practices.
- Reduced stock discrepancies by 20% within a year.
- Ensured seamless Forex operations and reduced losses.



## EDUCATIONAL BACKGROUND

- **Bachelor of Commerce:** St. Xavier's College, Mapusa, Goa, India
- **Higher Secondary School Certificate:** St. Xavier's Higher Secondary School, Mapusa, Goa - India
- **Secondary School Certificate:** St. Rita's High School, Colvale, Goa - India

## Certifications and Trainings

- Advanced Leadership Training
- Compliance (AMLCFT) Training

## Languages

- English
- Hindi
- Marathi

## Personal Information

- Date of Birth: 02/02/1976
- Nationality: Indian
- Marital Status: Married
- Passport No.: C6845021 (Valid Until 29/12/2034)

### Improved Customer Satisfaction:

- Increased customer satisfaction scores by 10% through better complaint handling.
- Developed and implemented a customer-first approach.
- Demonstrated improvements during the role as a Team Leader.

### Compliance Excellence:

- Ensured 100% adherence to compliance policies, including AML and suspicious activity reporting.
- Achieved zero compliance violations during audits October 2024. Scored 100% in the Compliance Audit Report for the branch under my supervision.
- Protected the organization from legal and reputational risks.

### Achieved Operational Efficiency:

- Streamlined daily operations by introducing better reporting and tracking systems.
- Reduced KYC errors by 25% and Short and overs by 30%.
- Implemented systematic daily and monthly reporting methods.

## PROFESSIONAL EXPERIENCE

### Travellex Qatar, Hamad International Airport, Qatar

Team Leader (Forex & Remittance) \*June 2023 – October 2024\*

- Managed a team of 30+ sales consultants, driving sales and operational performance including coaching, rostering, and overtime costs. Identified reasons for operational underperformance & developed solutions.
- Ensured adherence to risk, audit, and compliance policies, maintaining a high standard of operational security.
- Prepared detailed daily sales and operational reports, analyzing trends to enhance sales strategies.
- Delivered customer-centric services, resolving complaints promptly and ensuring satisfaction.
- Monitored stock levels and managed shipment processes & inventory management to optimize stock levels & reduce discrepancies.

### Travellex Qatar, Hamad International Airport, Qatar

Sales Consultant (Forex & Remittances) \*August 2016 – May 2023\*

- Increased Forex business through cross-selling and upselling.
- Handled Remittance transactions and bank transfers with precision and compliance.
- Ensured accurate record-keeping and adherence to currency handling procedures.

### Travellex India Pvt. Ltd., Goa, India

Sales Consultant (Forex) \*July 2012 – December 2015\*

- Enhanced Forex sales to corporate clients through strategic selling.
- Handled retail and wholesale Forex transactions, including Remittances.

### RMAL Hospitality (Trader Vic's) Dubai - UAE

General Cashier \*August 2008 – November 2011\*

- Process payments, sort and balance receipts, and transmit cash to Performance Accounting.
- Refer client complaints and questions to appropriate staff for resolution.

### HDFC Bank, Goa, India

Assistant Manager (Forex Department) \*November 2007 – July 2008\*

- Expanded Forex business by establishing corporate partnerships.
- Managed online wholesale Forex dealings and liaised with clients.

## References

Mr. Shankar Soman – General Manager Travellex Bahrain  
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Mr. Mohamed Hammouda - Sales Manager Travellex Qatar  
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