



Sujith Jayagopal

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SUMMARY

Over a decade of experience in financial services and business operations, with roles spanning customer service, compliance, branch management, and business development across organizations like Muthoot Finance (UK) and Belhasa Global Exchange (UAE). Expertise includes customer engagement, financial product management, remittance handling, compliance adherence, and operational oversight. Significant accomplishments involve enhancing compliance accuracy from 75% to 95%, successfully leading a branch rebranding initiative, and effectively managing FOREX operations and the Wage Protection System (WPS). Academic background features a Master's degree in Computer Applications from Anna University and a Bachelor's degree in Mathematics from Mahatma Gandhi University. Proficient with regulatory processes, financial tools, telegraphic transfers to diverse countries, and maintaining audit-ready records while ensuring client-centric services. Seeking leadership roles that leverage financial expertise and operational skills to drive organizational growth.

WORK EXPERIENCE

2023-12 - 2024-11

Business Development Executive in Gold Finance

MUTHOOT FINANCE, UK

- Engaged with customers professionally and courteously, addressing inquiries, providing detailed information on financial products, and assisting with pawn transactions.
- Proactively identified and resolved customer concerns and issues, ensuring positive experiences and maintaining high levels of customer satisfaction.
- Processed loan applications, pawn transactions, and other financial services efficiently while adhering to company policies and regulatory requirements.
- Maintained accurate and organized records of customer interactions, transactions, and documentation to support auditing and compliance purposes.
- Facilitated remittance of Euro and Dollar transfers effectively to meet client needs.
- Promoted alignment with organizational standards through efficient handling of financial services and continuous improvement in customer service processes.

Nov-2011 - Nov-2023

Branch Head

Belhasa Global Exchange, Dubai, AE

- **2011 Nov to 2015:** Customer service/remittance clerk/cashier
- **2015 to 2022**—Branch Supervisor/Branch compliance officer/Operations Head (management office)
- **2022 to Nov 2023**—Brand Head
- Improved compliance accuracy from 75% to 95%, resulting in enhanced customer satisfaction and operational efficiency.
- Directed a successful branch rebranding initiative, boosting brand visibility and recognition in the market.
- Oversaw branch operations, including staff scheduling and coordination of customer interactions, ensuring seamless service delivery.
- Conducted telegraphic transfers to countries such as India, Pakistan, Bangladesh, and the Philippines while processing global express remittances efficiently.
- Managed depository services and FOREX operations with expertise, contributing to financial service excellence.
- Responsible for handling customer service functions, cash management processes, WPS (Wage Protection System), telegraphic transfers, and FOREX services.
- Compiled periodic reports to monitor business performance, facilitated effective internal communication, and ensured timely collection from customers.
- Identified and reported defective components to supervisors to maintain product quality standards.

EDUCATION

2008-09 - 2011-08

Master of Computer Applications

Anna University

Anna University Aug '11

Master's Degree | MCA in Computer Science

2005-08 - 2008-08

B.Sc in Maths

Mahatma Gandhi University

Mahatma Gandhi University Aug '08

Bachelor's Degree | B.Sc in Mathematics

SKILLS

Customer Service Skills ▪ Forex ▪ Cash Management ▪ Decision-Making ▪ Organizational Support ▪ Adaptability ▪ Effectiveness ▪ Compliance and risk management
Communication ▪ Problem Solving ▪ Punctuality

CERTIFICATIONS

- Foreign Exchange & Remittance Group by Central Bank of UAE
- FERG