



# KAYUM HOSSAIN

## PROFESSIONAL SUMMARY

Quality-focused Branch Supervisor (equivalent to Assistant Manager) with 15 years of experience. Driven to consistently achieve goals by allocating resources, overseeing budgets, directing employees and meeting deadlines. Talented at exceeding quality expectations by reviewing information to devise targeted changes for improving processes and performance.

## WORK HISTORY

**Branch Supervisor & Branch MLRO:** 01/2015 to Current  
GCC EXCHANGE - SHARJAH, UAE

- Provide operational support for the high-volume financial institution through information analysis.
- Manage P&L with a given yearly expense budget.
- Identify, investigate, and analyze potential operational improvements.
- Handle compliance in accordance with AML Policies and ensure fraud prevention.
- Understands and evaluates competition in the market and conducts periodical market intelligence and escalate market feedback.
- Analyze financial performance against key business metrics and document pertinent financial highlights that will enable management to determine progress against budget.
- Maintaining staff rosters and plan for alternate manpower arrangements on leave applications obtained from staff.
- Drive customer experience initiatives, governance, and monitoring
- Manage business operations and compliance to legal standards.
- Finds opportunities for business improvements.
- Flags and identifies risk and compliance related issues and provide solutions to mitigate the same.
- Manage system changes within the branches.
- Identifies and executes process improvement initiatives in the branches.
- Attending customer complaints and queries.
- Monitoring and spot verifying the cashiers.
- Providing operational help to junior staff, monitoring, and ensuring smooth operations and time management.
- As a branch MLRO (Money Laundering Reporting Officer) verifying KYC documents, making CDD, EDD, updating existing corporate customer's documents.
- Making and sending the day end report to head office.
- Maintaining overall branch operations.

**Acting Branch Manager:** 04/2021 to 09/2021  
GCC EXCHANGE - SHARJAH, UAE

## CONTACT

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<https://www.linkedin.com/in/kayum-hossain-a1b3275a>

## EDUCATION

M.B.A. -Marketing  
Bharathidasan University,  
Tiruchirappalli, India.

B.S.S. Honors-  
Geography & Environment,  
Jagannath University, Dhaka.

## SKILLS

Decision making skills.  
Information processing skills.  
Well verse customer services, relations skills  
Very effective problem-solving skills.  
Computer awareness and usage skills.  
Excellent leadership and interpersonal skills.  
Team building skills.  
Business operations.  
Client Acquisition and Business Mobilization.

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## ACHIEVEMENTS

2<sup>nd</sup> Winner for best transaction performer by Instant Cash- 2019  
Best Remittance performer– 2019

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## LANGUAGES

English, Hindi, Bengali, Arabic  
(Basic)

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## PROFESSIONAL TRAINING

Attended Customer Service training, AML training, FC Cashier training, Treasury training, Products training.

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## LICENSE

Having UAE Light Vehicle Driving License

**Assistant Branch Supervisor:** 01/2012 to 12/2014  
GCC EXCHANGE - SHARJAH, UAE

**Remittance Officer/Customer Care:** 01/2010 to 12/2011  
GCC EXCHANGE - SHARJAH, UAE

**Remittance Assistance:** 08/2009 to 12/2009  
GCC EXCHANGE - DUBAI, UAE

**Marketing Officer:** 01/2009 to 07/2009  
GCC EXCHANGE - DUBAI, UAE

**Authorized Representative of Dhaka Stock Exchange:**  
01/2008 to 12/2008  
**BLI Securities Limited** Dhaka, Bangladesh.

## PERSONAL INFORMATIONS:

Name: Kayum Hossain  
Father's Name: Abul Bashar  
Mother's Name: Aisha Begum  
Date of Birth: 28.06.1984  
Sex: Male  
Religion: Islam  
Marital Status: Married  
Nationality: Bangladeshi

## REFERENCE

Mr: Mitun Barua  
Compliance Officer  
ENBD, Sharjah Branch  
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