

# Ajay Kanaujiya *Branch In-Charge*

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☎ +971 54 7969592

📍 Al Nahda 2, Dubai



## Profile

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A capable, confident, and disciplined professional with extensive experience as a Branch Incharge in multinational organizations in the UAE. Skilled in managing branch operations, financial transactions, and compliance procedures while maintaining high standards of professionalism. A creative problem solver with a proven track record of increasing responsibility, I excel in producing clear documentation, eliciting information accurately, and responding to inquiries. With strong technical and analytical skills, I specialize in product development, problem analysis, and resolution. My efficiency ensures smooth operations and exceptional service delivery.

## Professional Experience

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02/2023 – present  
Sharjah, UAE.

### Branch In-Charge

*Al Fardan Exchange LLC.*

- Lead daily branch operations, ensuring smooth and efficient financial transactions.
- Implemented compliance measures, achieving 100% adherence to AML/CFT regulations.
- Optimized cash flow management, reducing discrepancies by 30%.
- Enhanced customer experience, increasing client retention by 20%.
- Trained and mentored 5+ team members, improving overall productivity.
- Spearheaded marketing initiatives, driving a 15% increase in foreign currency sales.
- Collaborated with management to streamline processes, reducing transaction time by 20%.

04/2022 – 02/2024  
Sharjah, UAE

### SERVICE OFFICER | BRANCH COMPLIANCE OFFICER

*Al Fardan Exchange LLC.*

- Process high-volume foreign exchange and remittance transactions with 100% accuracy.
- Acted as Branch Compliance Officer for 2+ Years, ensuring regulatory compliance.
- Increased branch sales revenue by 15% through targeted upselling strategies.
- Trained new employees on AML/CFT policies, reducing compliance errors by 40%.
- Built strong customer relationships, enhancing loyalty and referrals.
- Managed cash transactions, maintaining error-free daily balancing.
- Assisted in branch audits, ensuring full compliance with industry regulations.

05/2018 – 02/2022  
Abu Dhabi, UAE

### HEAD TELLER

*UAE Exchange Centre LLC*

- Managed high-volume transactions across 25+ currencies, ensuring accuracy and efficiency.
- Trained and supervised 5+ tellers, improving transaction speed and service quality.
- Implemented customer engagement strategies, leading to a 10% increase in client retention.
- Oversaw daily cash balancing, reducing discrepancies by 50%.
- Provided exceptional customer service, receiving multiple recognitions for excellence.

## Education

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06/2015

Kanpur, India

**Bachelor of Arts (B.A.) English Literature**

*CSJM University*

## Skills

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### Technical And Soft Skills

- Staff Performance Monitoring.
- Branch Strategy & Business Development.
- Sales & Marketing Strategy.
- Branch Compliance & Regulatory Knowledge.
- Customer Relationship Management.
- Team Leadership & Training.
- Data Analysis & Reporting.
- AI Tools Experties.
- Microsoft Office Suite (Excel, Word, Outlook, PowerPoint)
- Adobe Creative Suite (Photoshop, Illustrator, In-Design and After Effects.)

## Languages

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- English
- Hindi
- Punjabi

## Certificates

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- WordPress Developer 2025
- Design Thinking for Beginners (2021)
- Fundamentals of Digital Marketing (2021)
- Business Analytics with Excel (2021)
- Introduction to Cyber Security (2021)

## References

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**Muhammad Tufail**, *Branch Manager*, Al Fardan Exchange LLC

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**Faneer O Fazal**, *Cluster Manager*, Al Fardan Exchange LLC

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## Declaration

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This resume is a true and accurate representation of my qualifications, experience, and skills to the best of my knowledge. Any references or statements contained herein are provided for informational purposes only. I understand that any false or misleading information may result in disqualification from employment consideration.

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**Ajay Kanaujiya**