

# 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)

<p><b>Improved Customer Satisfaction:</b></p> <ul style="list-style-type: none"> <li>Increased customer satisfaction scores by 10% through better complaint handling.</li> <li>Developed and implemented a customer-first approach.</li> <li>Demonstrated improvements during the role as a Team Leader.</li> </ul> <p><b>Compliance Excellence:</b></p> <ul style="list-style-type: none"> <li>Ensured 100% adherence to compliance policies, including AML and suspicious activity reporting.</li> <li>Achieved zero compliance violations during audits October 2024. Scored 100% in the Compliance Audit Report for the branch under my supervision.</li> <li>Protected the organization from legal and reputational risks.</li> </ul> <p><b>Achieved Operational Efficiency:</b></p> <ul style="list-style-type: none"> <li>Streamlined daily operations by introducing better reporting and tracking systems.</li> <li>Reduced KYC errors by 25% and Short and overs by 30%.</li> <li>Implemented systematic daily and monthly reporting methods.</li> </ul>	
<p><b>PROFESSIONAL EXPERIENCE</b></p> <p><b>Travelx Qatar, Hamad International Airport, Qatar</b> Team Leader (Forex &amp; Remittance) *June 2022 – October 2024*</p> <ul style="list-style-type: none"> <li>Managed a team of 30+ sales consultants, driving sales and operational performance including coaching, rostering, and overtime costs. Identified reasons for operational underperformance &amp; developed solutions.</li> <li>Ensured adherence to risk, audit, and compliance policies, maintaining a high standard of operational security.</li> <li>Prepared detailed daily sales and operational reports, analyzing trends to enhance sales strategies.</li> <li>Delivered customer-centric services, resolving complaints promptly and ensuring satisfaction.</li> <li>Monitored stock levels and managed shipment processes &amp; inventory management to optimize stock levels &amp; reduce discrepancies.</li> </ul> <p><b>Travelx Qatar, Hamad International Airport, Qatar</b> Sales Consultant (Forex &amp; Remittances) *August 2016 – May 2022*</p> <ul style="list-style-type: none"> <li>Increased Forex business through cross-selling and upselling.</li> <li>Handled Remittance transactions and bank transfers with precision and compliance.</li> <li>Ensured accurate record-keeping and adherence to currency handling procedures.</li> </ul> <p><b>Travelx India Pvt. Ltd., Goa, India</b> Sales Consultant (Forex) *July 2012 – December 2015*</p> <ul style="list-style-type: none"> <li>Enhanced Forex sales to corporate clients through strategic selling.</li> <li>Handled retail and wholesale Forex transactions, including Remittances.</li> </ul> <p><b>RMAL Hospitality (Trader Vic's) Dubai - UAE</b> General Cashier *August 2008 – November 2011*</p> <ul style="list-style-type: none"> <li>Process payments, sort and balance receipts, and transmit cash to Performance Accounting.</li> <li>Refer client complaints and questions to appropriate staff for resolution.</li> </ul> <p><b>HDFC Bank, Goa, India</b> Assistant Manager (Forex Department) *November 2007 – July 2008*</p> <ul style="list-style-type: none"> <li>Expanded Forex business by establishing corporate partnerships.</li> <li>Managed online wholesale Forex dealings and liaised with clients.</li> </ul>	<p><b>References</b></p> <p>Mr. Shankar Soman – General Manager Travelx Bahrain Mobile No.: +973 32012023 (Bahrain)</p> <p>Mr. Mohamed Hammouda - Sales Manager Travelx Qatar Mobile No.: +20 1013163736 (Egypt)</p>