

# BADRUL IRFAN

## Assistant Branch Manager

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## EXPERIENCE

### Assistant Branch Manager

#### AI Ansari Exchange

- 01/2022 Abu Dhabi
- Managed branch operations, ensuring compliance with AML regulations and company policies
  - Supervised staff, maintained punctuality, and addressed absenteeism while fostering teamwork and motivation
  - Conducted high-value transaction approvals exceeding AED 5,000 and optimized cash flow processes
  - Monitored competitors, tracked market trends, and implemented strategies to attract and retain customers
  - Ensured branch security, cleanliness, and maintenance of devices, including CCTV and alarms
  - Promoted and cross-sold company products and services to increase revenue

### Shift In-Charge

#### AI-Ansari Exchange

- 01/2016 - 01/2022 Abu Dhabi
- Directed branch operations in the absence of the manager, ensuring efficiency and compliance
  - Managed 50+ currencies, optimized buying/selling rates, and attracted new customers
  - Supervised remittance services, foreign currency exchanges, and corporate transactions
  - Handled Western Union money transfers and WPS customers' SIF files

### Foreign Currency Cashier

#### AI-Ansari Exchange

- 01/2013 - 01/2016 Abu Dhabi
- Bought and sold foreign currencies profitably while ensuring regulatory compliance
  - Performed Western Union transactions and remittances for individual and corporate clients

### Dirham Cashier

#### AI-Ansari Exchange

- 01/2011 - 01/2013 Abu Dhabi
- Accurately executed remittance transactions while adhering to operational guidelines
  - Maintained compliance with Anti-Money Laundering (AML) policies

## EDUCATION

### Master of Commerce (M.Com)

#### St. Aloysius College

- 2008 - 2010 Karnataka, India
- Mangalore University, Karnataka, India

### Bachelor of Commerce (B.Com)

#### Canara College

- 2005 - 2008 Karnataka, India
- Mangalore University, Karnataka, India

## SUMMARY

Results-driven professional with over 13 years of extensive experience in banking, finance, and customer service. Proficient in handling multi-currency transactions, corporate memberships, compliance with AML regulations, and branch operations. Recognized for outstanding performance, leadership skills, and exceptional customer service. Seeking a challenging role to leverage expertise in driving organizational growth and operational excellence.

## LANGUAGES

English	Proficient	●●●●●●
Hindi	Advanced	●●●●●●
Kannada	Proficient	●●●●●●
Malayalam	Advanced	●●●●●●
Tamil	Intermediate	●●●●●●

## SKILLS

Cash handling.	customer services
Excellent communication skills	CCTV
POS Systems	Team Leadership