



Work Experience



Profile

KALYAN RAI

Passport No: N0711980
 Date of Birth: 16-FEB-1994
Dubai Driving License No:
4327448

Having 8 years of experience working in companies providing quality service, my career objective is to work at any position that suits my qualification and to be able to implement what I had learned in the real workplace. To share my knowledge and abilities for the betterment of the future company I'll work with.



Contact

Dubai, United Arab Emirates
 (+971) 52 150 8136
Kalyan.rai45@gmail.com



Skills

Ability to work under pressure
 Multi-Tasking
 Problem Solving
 Time Management
 Verbal and Written Communication
 Administrative Tasks
 Customer Service
 Presentation Skills
 Salesmanship
 Proficient in MS Office

Al Dahab Exchange LLC

Sonapur Branch Dubai, UAE

Branch in Charge

2020-present

Daily operational duties and responsibilities in the branch:

- Overseeing daily operations of the branch; managing resources, staff scheduling, developing and attaining sales goals to hit target.
- Ensure that the Branch Monthly, Quarterly and Annual Sales targets are achieved in accordance with the Company Business Plan.
- Handles marketing of the branch to engage more customers, both personal and commercial clients.
- Visiting corporate offices to offer WPS services for the payroll of their employees.
- Manage the end of day cashier balancing of the branch.
- Effectively manage the Cash stock to ensure the appropriate money is held for the customer base using the branch.
- Ensure day-to-day compliance with the Company's own internal AML policies and procedures.

Customer Service Executive

- Providing excellent customer service, sales and marketing in the branch
- Assisting customers for remittance, Forex foreign currency, Western Union, Dahabshiil, Mobile Money for UGX (Uganda Shilling)
- Handles customer complaints
- Monthly target achiever and hitting incentives
- Having average of 131 transactions daily, with the highest transaction of 1,757 in a month.
- Developing and maintaining excellent relations with clients, offering solutions to meet client's demand and requirements.

Federal Exchange (Under Ahalia Group)

Al Quoz Mall Dubai, United Arab Emirates

Customer Relation Executive

2019-

2020

Daily operational duties and responsibilities in the branch:

- Explains about all the products and services to the customers; recognizing customer's requirements and cross-sells the products and services to achieve branch sales targets.
- Provide information and guidance to customers through the delivery of excellent customer service to resolve customer queries/complaints.
- Manage and handle the Cash/Cheque transactions at the counter and ensure the delivery of quality service to customers while adhering to operational protocols and avoiding cash excesses and shortages.



Language

English
Nepali
Hindi

- Handle financial transactions in the branch, ensuring all activities are completed within timescales and with a high degree of accuracy.
- Administer currencies, financial exchange activities, deposits as well as company and voucher payments with the following: Western Union, Instant Cash, Federal Cash Max and Transfast
- Trade Foreign Currencies and Remittance Transactions Handling
- Balance currency and check in cash drawers at the end of the shifts
- Daily Cash Deposit with Transguard
- Maintain records of financial transactions.

McDonalds Emirates Fast Food LLC

Abu Dhabi, United Arab Emirates

2016 -
2019

Crew Trainer

End to end management of the shift with the key responsibilities below:

- Being responsible in handling the shift, preparing food orders ensuring high level of **Quality, Service, Cleanliness and Value.**
- Operating the cashier and cash register in Front Counter, Drive-thru and (MDS) Delivery; helping the customers through the ordering process.
- Helping team to achieve the targets, resolving conflicts and ensuring all tasks are well done.
- As being a team leader, guiding and training the new service crew in all stations in the shift.

Sultan Saray

Ajman, United Arab Emirates

2014 – 2016

Team Member cum Cashier

Duties and Responsibilities:

- To organize highly maintained functions and birthday parties.
- Cash payment (Cashier)
- Performs customer service and business conservation activities to development of business.
- Handles activity reporting, planning and administration.
- Conduct staff working time sheets with hospitality and friendly environment.
- Attends weekly meeting with business managers and branch administrator.



Character Reference

Bhuwan

Branch Coordinator

Federal Exchange

+971 56 722 8660

Sherraine Arcinas

Consular Assistant

**Consulate General
of Mauritius**

+971 56 469 1156

Dipen

Customer Relation Executive

Al Fardan Exchange

+971 52 279 4990

I do hereby declare that the above information is true and correct with my full knowledge and responsibilities.

Kalyan Rai
Applicant



Education

Don Bosco School (2000 – 2010)
West Bengal Board of Higher Education

Techno Model School (2010 – 2012)
Higher Secondary Education

Mahatma Vishwa Vidyalaya University
(2012 – 2016)
Bachelor in Commerce



Trainings & Seminars

- **Customer Service, Cash Handling, Anti Money Laundering
Business Development Training
Al Dahab Exchange Head Office**
November 2020 | Baniyas Square, Dubai UAE



Achievements

- Best Performing Customer Service – Al Dahab Exchange
Hitting branch monthly targets and incentives