



AMRUTHESH MANI

BRANCH IN CHARGE / ASSISTANT BRANCH MANAGER

+971 54 322 7576 amrutheshmani1998@gmail.com

Dubai, UAE

About Me

Personable and enthusiastic professional with experience in sales and customer relations positions. Adept at managing high-profile client accounts and establishing strong business relationships which result in overall increase in revenue and the attainment of defined corporate goals. Organized and experienced in handling both local and foreign currencies, processing payments and cementing patron relationships with excellent interpersonal skills. Proven history of carefully managing funds to reduce discrepancies.

Skills

- Strong Communication Skill
- Time Management
- Complex Problem Solver
- Adaptability
- Innovative
- Service-focused

Work Experience

CITY EXCHANGE (Dubai, UAE)
BRANCH IN CHARGE / ASSISTANT BRANCH MANAGER

Sep 2024 - Present

- Monitored and reviewed operational performance, aiding improved business strategy to maximize productivity.
- Analyzed financial data to track and achieve budget targets.
- Minimized discrepancies by effectively training employees on best practices, policies and procedures.
- Monitored daily cash discrepancies and accounting entries.
- Developed systems and procedures to improve operational quality and team efficiency.
- Developed and maintained relationships with external vendors and suppliers.
- Supervised operations staff and kept employees compliant with company policies and procedures.
- Created strategies to develop and expand existing customer base, resulting in increase in annual income.

CITY EXCHANGE (Dubai, UAE)
TELLER / FOREX CASHIER

OCT 2021-Sep 2024

- Maintain appropriate AML/CFT compliance program for the Exchange to remain adapted to the applicable AML/CFT rules, regulations and standards of Central Bank of UAE.
- Ensure day-to-day compliance of business against internal AML/CFT policies and procedures.
- Chief cashier of the branch
- Processing the WPS application and salary files as and when received.
- Maintaining registers and make timely entries.
- Performing administrative tasks such as filling generating reports and maintaining Gmail

Languages

- English
- Hindi
- Malayalam

PERSONAL DETAILS

Date of Birth - 27/03/1998
Nationality - Indian
Passport No - T3451535
Visa Status - Employment Visa

correspondence

- Marketing of different products offered by company to the existing and new customers.
- Processing pension and vat files
- Monitoring rate on the website and other available online tools and forecast currency rate to avoid possible losses and ensure maximum profit.
- Ensuring all foreign currency transactions are completed in an efficient manner with a high level of accuracy.
- Preparing daily 'End of the Day' report at the close of each business day.

VYTHIRI VILLAGE RESORT (Wayanadu, India)

JAN 2020–FEB 2021

CUSTOMER SERVICE ASSOCIATE

- Assisting front office department to all guest check-in/check- out.
- Providing highest quality of customer service at all time
- Tracked guest satisfaction surveys to recognize trends and create action plans for improving guest services
- Handling guest complaints
- Maintains digital database
- Assisting accounts department
- Answering all telephonic call enquiries from the guests.
- Providing information regarding property amenities, services, room features, and local areas interests and activities.

DOUBLE TREE SUITES BY HILTON (Bangalore, India)

MAY 2019–NOV 2019

TRAINEE

- Completed Industrial Training Exposure at Double Tree Suites By Hilton, Bangalore
- Best Trainee of the month during IET at Double Tree Suites By Hilton, Bangalore

Education

ORIENTAL COLLEGE OF HOTEL MANAGEMENT- CALICUT UNIVERSITY (Wayanadu, India 2019)	BACHELOR OF SCIENCE Bachelor of Science in Hotel Management is a 3-year undergraduate program that provides knowledge on how the Hotels are run, The management, Hotel Administration, Hospitality and skills to attend the customer.
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My references

- Justin Joseph
AML Assessment Officer
(RAK Bank, Dubai, UAE)
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