



# CRISS VARGHESE

📍 Abudabi

☎ +971 552399563

✉ crissvarghese@gmail.com

---

## SUMMARY

Knowledgeable professional with several years of experience bringing planning and problem-solving abilities. Focused on maximizing resource utilization to support scalable operations and increase bottom-line profitability. Organized and systematic with natural relationship-building and leadership talents.

Results-driven management professional with several years of experience in operations, production management, organizational development and team building within diverse industries. Highly adept in planning, coordinating and executing successful production strategies.

Dedicated and organized financial professional with outstanding relationship-building and problem-solving skills. Driven to exceed expectations and operate effectively in fast-paced, high-pressure environments. Self-motivated team player adept at cultivating partnerships and building lasting relationships across all demographics and management levels. Dynamic and reliable with exceptional customer service and communication skills. High-performing professional with several years of experience delivering successful improvements for business operations, profitability and team development. Resourceful project manager and compliance specialist to thrive in fast-paced and changing environments. Dedicated to sustaining operational accuracy and delivering results for optimal profitability.

---

## SKILLS

- Cash handling expertise
- Multi lingual
- Excellent interpersonal & communication skills
- Ability to adapt to changes quickly
- Self-motivated
- Dedicated
- Result oriented professional
- Performance evaluation
- Regulatory compliance
- Customer service
- Process improvement
- Team building
- Problem solving
- Communication skills
- Time management
- Verbal and written communication
- Conflict resolution
- Team leadership
- Goal setting
- Problem-solving

---

## EXPERIENCE

SUPERVISOR OF OPERATIONS, 12/2023 - Current

*Gcc exchange , Abudabi*

- Prepared reports summarizing key metrics, such as customer satisfaction scores, cost savings achieved.
- Conducted regular reviews with team members to assess their performance and provide feedback as needed.
- Provided training and guidance to team members on operational procedures and best practices.
- Coordinated with other departments to ensure smooth flow of work processes and communication.
- Monitored employee productivity levels to identify areas for improvement or additional resources needed.
- Resolved customer complaints in a timely manner while maintaining high customer satisfaction ratings.
- Ensured compliance with all applicable laws, regulations and standards.
- Developed and implemented policies and procedures for efficient workflow.
- Maintained accurate records for tracking progress and performance of team members.
- Delivered positive customer experiences by implementing effective quality assurance practices.
- Addressed customer concerns with suitable solutions.
- Produced SOPs to document workplace procedures and optimize productivity through standardization.
- Motivated and evaluated personnel for performance improvement and goal achievement.
- Kyc registration and compliance

---

**BRANCH MANAGER, 10/2021 - Current**

*National Exchange Company*

- Responsibilities include, but not limited to:
- Smooth running of the business and keep all the books/Statement check balance
- To check and take market rates for currencies through Banks, Exchange houses and Internet platforms and update in system and advice to the branches where necessary
- To check all the branches Bank accounts involved in remittances and funds position for local and foreign currencies
- To cover the drawings made to different countries through Forex Deals with correspondent banks and Service providers like WU, TransFast
- To check remittance register, Trial Balance, FC Statements and Transaction reports daily at the end of the business hours and cross check with cashier and other related reports
- To check daily transactions for AML/CFT requirements and supporting documents for each and every transaction as required by Central Bank of UAE
- To follow the compliance rules and regulation prescribe by the Central Bank of UAE and keep and update all the Notices received from Central Bank and update in system and Black List/ SymexTrax accordingly
- Proper application of TEST key for payment instruction
- Reconciliation of all the bank accounts
- Physical Checking of Cash and Foreign Currencies on daily basis with Cashier to make sure it is balance with statements available in system and record
- Maintain Vault Register as per Central Bank Standards

- Jointly handling of keys of cash safe and Strong room/cash vault with cashier/custodian.

---

**MONEY EXCHANGE ADMINISTRATIVE SUPERVISOR/ TELLER, 05/2008 - 08/2021**

*UAE Exchange, Ain, Al*

- Responsibilities include, but not limited to:
- Execute customer transactions regarding cash, money orders and money exchange
- Maintain balance records with 100% rate of accuracy
- Handling cash/currencies of multiple countries
- Balance currency, coin, and checks in cash drawers at ends of shifts, and calculate daily transaction using computers, calculators, or adding machines.'
- Pay out money after verifying that signatures are correct, that written and numerical amounts agree, and that accounts have sufficient funds
- Involve in the promotion of sales and Marketing products as directed by the team  
Outside Sales Marketing promote the new promotion
- Market the allied products of UAE Exchange cashier using (Point of sale operation POS System) Excel
- Build client database by acquiring new customers as well as enhance relationships with existing ones

---

**ADMINISTRATOR, 01/2006 - 01/2007**

*Renaissance School of English*

- Responsibilities include, but not limited to:
- Diary management and arranging appointments, booking meeting rooms and conference facilities
- Provide Secretarial assistance to the Manager
- Handle all confidential matters relating to the office and providing assistance in organizing and preparation of MIS reports, agenda and minutes of General Meeting
- Maintain and update employee records, evaluating various resumes and fixing up appointments
- Prepare appointments letters, increment letters, monthly salary statement and leave status in addition to this doing administration of all the personnel from appointment to final settlement of accounts
- Handle front office management including telephone calls and sending faxes, self-correspondence and filing, scanning and distribution of mail as well as travel bookings of office personnel
- Organize travel and accommodation for staff and customers
- Support budget in g and bookkeeping procedures
- Maintain rate contracts for all office equipment, general office administration and petty cash transaction on a daily base

---

**TUTOR, 01/2005 - 01/2006**

*Roy Mammens Offsetting Mediocrity*

- Responsibilities include, but not limited to:
- Teach IELTS communicative English
- Help students in developing their language skills

-----  
**TUTOR**, 01/2004 - 01/2005  
*St. Anne's Girls High School*

- Responsibilities include, but not limited to:
- Teach English
- Class teacher responsibilities
- Everyday preparation of activities of lesson plan
- Assist the average student in their studies
- Motivate students in participating in extracurricular activities

---

**EDUCATION AND TRAINING**      *Assumption College, Changanacherry, Kerala, 01/2001*  
**Bachelor of Arts: English**

---

**LANGUAGES**

- English
- Hindi
- Malayalam
- Tamil

---

**PERSONAL INFORMATION**

- Date of Birth: 09/07/81
- Nationality: India
- Marital Status: Married
- Visa Status: Employment Visa

---

**SKILLS STRENGTH**

- Cash handling expertise
- Multi lingual
- Excellent interpersonal & communication skills
- Ability to adapt to changes quickly
- Self-motivated, dedicated, result oriented professional

---

**LANGUAGES**      **English:** First Language

**Malayalam:**      C2

Proficient