



SAJEESH T U
OFFICE MANAGER

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PROFILE SUMMARY

Highly accomplished Office Manager with 12 years of experience in the UAE's money exchange industry. Proven track record of successfully leading teams, delivering exceptional customer service, and ensuring compliance. Possesses extensive knowledge of the industry's products and services. Adept at building strong customer relationships, collaborating with cross-functional departments, and resolving complex problems. Seeking a challenging role in a reputable organization where I can leverage my expertise, dedication, and team-oriented approach to drive business growth and enhance my professional development

KEY SKILLS

Financial Management
Reporting & Reconciliation
Banking
Business Modeling
Strategic planning

Branch Operations
Remittance & Forex
WPS Processing
Customer retention
People Management

AML & KYC Control
Negotiating Skills
Multitasking Expertise
Compliance Control
Leadership & Teamwork

WORK EXPERIENCE

OFFICE MANAGER|SUPERVISOR -AL AHALIA MONEY EXCHANGE-NOVEMBER 2013 TO MARCH 2025.

BRANCH OPERATIONS:

- Maintaining a professional atmosphere in the branch, analyzing daily branch performance and suggesting strategies to the management for the enhancements.
- Demonstrated effectiveness in managing operational requirements and procedures
- Accountable for the Branch's sales performance and financial performance
- Ensuring that all counter transactions and branch operations are as per the UAE central bank regulations and AML policies.
- Monitoring and verifying all Global remittances (Inward & Outward) prepared within the branch.
- Liaise with accounts team for branch reconciliation
- Preparing monthly roaster for the branch staff
- Handling Internal and External audit of the branch.
- Implements policies, procedures, and technologies to ensure Exchange server security through secure access, monitoring, control, and routine security evaluations
- To guide and mentor Junior staffs ensuring the complete tasks efficiently and effectively
- Optimize branch productivity, customer satisfaction, and profitability.
- Leadership & Development
- Conduct performance reviews, provide training, and resolve employee issues to maintain a positive work environment.
- Corporate clients on boarding process as per the regulations.
- Cash Management: Coordinating with Trans Guard Group to manage cash deposits in accordance with company policies.

AML:

- Reviewing and investigating all the transaction alerts generated by AML monitoring System (branch level).
- Conducting Risk Assessments.
- Monitoring all operational processes and procedures using a compliance management system at branch level to ensure that the company complies with all legal regulations and ethical standards.
- Collecting supporting documents of each remittance in line with compliance team instructions

MARKETING:-

- Customer retention-collect customer feedback to understand customer needs and concerns and implement strategic plans with the help of higher officials
- Conducting marketing activities at Labor Camps near the branch.
- Approaching new corporate clients to increase the business volume in Remittances, Forex & WPS.

FOREX:-

- Monitoring cash counter operations including foreign currency.
- Dealing with wholesale division and other exchange houses for currency business

WPS:-

- Handling all the transactions related to Wage Protection System (WPS) including Company Registrations, Additions of employees, Applying ATM cards, Salary processing, dealing with WPS department, Handling complaints, etc.
- Handling of 750+ Corporate Clients and 2000+ Individuals
- SIF File uploading and marketing for WPS customers.

CUSTOMER SERVICE:-

- Remittance through IMPS & NEFT
- World Wide Multi Currency fund transfers.
- Supporting customers for bank account opening in their hometown
- Handling the customers and solving their complaints
- Keeping good relationship among the customers.

BUSINESS REPORTING & COMMUNICATION:-

- Prepared and submitted daily, weekly, and monthly business reports to the Operation/Area Manager, providing timely insights into business performance and Follow-ups and complaint inquiries.
- Provided regular reports and updates to Senior Management on: Operational performance and efficiency, Marketing initiatives and effectiveness, Customer feedback and satisfaction, Strategic plans and implementation progress & Financial results and performance metrics

CLUSTER HEAD-AHALIA MONEY EXCHANGE AND FINANCIAL SERVICES-NBFC(INDIA) JUNE 2006 TO NOVEMBER 2013

As a Cluster Head at Ahalia Money Exchange and Financial Services Pvt Ltd, has been managed 25 branches in Kerala was a significant responsibility, developed strong leadership and organizational skills to oversee such a large network.

ACADEMIC QUALIFICATIONS & CERTIFICATION

POST GRADUATE DIPLOMA IN FINANCE MANAGEMENT -IGNOU

BACHELOR OF COMMERCE (BCOM)|UNIVERSITY OF CALICUT

ADDITIONAL INFORMATION

Personal Details: Gender-Male, Nationality-Indian, Date of Birth: 25-05-1981

Visa Status: Employment

Work Permit Number : 111097005

Digital Skills: Casmex7 | Casmex 10 | ishield | Microsoft word | Excel | PowerPoint | Gmail |

Languages Known: English, Hindi, Malayalam, and Tamil