



KALYAN RAI

BRANCH IN CHARGE | CUSTOMER SERVICE | SALES | WPS
| TELLER

CONTACT

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- Dubai, United Arab Emirates
- Driving License No: 4327448
Indian Passport No. C6851369

EDUCATION

Bachelor in Commerce

Mahatma Vishwa Vidyalaya
University, India
2013 - 2016

Higher Secondary Education

Techno Model School
2010 - 2012

West Bengal Board of Higher Education

Don Bosco School
2000 - 2010

SKILLS

- Proficient in MS Office and Excel
- WPS and Payroll
- Communication Skills
- Computer Skills
- Numerical and Analytical Skills
- Customer Service
- Problem Solving
- Flexible and Adaptability
- Team collaboration and multitasking

LANGUAGE

- English
- Hindi
- Nepali



PROFESSIONAL OVERVIEW

Having 8 years' experience of working in multinational 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.



WORK EXPERIENCE

- **Al Dahab Exchange LLC** 2020 - 2025
Branch in Charge
 - Oversee daily operations of the branch: Managing resources, staff scheduling, developing and attaining sales goals to meet target.
 - Ensure smooth and efficient transactions for both personal and commercial clients, including WPS services for employee payroll.
 - Process WPS payroll by entering salary details as provided by the company.
 - Prepare payroll reports and reconcile payroll transactions.
 - Maintain accurate employee payroll records and update changes in salary amounts as needed.
 - Lead a team of cashiers and support staff to achieve branch performance targets and ensure high levels of customer satisfaction.
 - Manage financial records, prepare branch reports, and ensure compliance with all regulatory requirements, including Anti-Money Laundering (AML) policies and UAE Central Bank regulations.
 - Handle customer complaints and disputes with professionalism and tact.
- **Federal Exchange** 2018 - 2020
Customer Relation Executive
Al Quoz Mall Dubai, UAE
 - Processed customer transactions, including currency exchanges and money transfers.
 - Maintained accurate cash records and provided excellent customer service.
 - Served as a WPS salary processing officer.
 - Ensured the accuracy and confidentiality of financial transactions.
 - Assisted in maintaining the branch's cash and currency inventory.



TRAININGS & SEMINARS

- **KYC Requirements: A crucial element of AML Compliance in the UAE (PRO AML)**
27 November 2024
- **Customer Service, Cash Handling, Anti Money Laundering Business Development Training**
Al Dahab Exchange Head Office, Baniyas Square, Dubai UAE
November 2020



ACHIEVEMENTS

- **Best Performing Customer Service – Al Dahab Exchange**