

# Rahul Bhakat

Business Development Executive

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## PROFESSIONAL SUMMARY

Seasoned Business Development Executive with over five years of experience in foreign exchange and remittance services. Skilled in enhancing client satisfaction, optimizing operational efficiency, and managing WPS payroll systems. Recognized as "Employee of the Year" for the 2022-2023 financial year. Proficient in system administration and customer service within agile financial environments.

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## PROFESSIONAL EXPERIENCE

### **Business Development Executive, WPS**

**Joyalukkas Exchange, Dubai, United Arab Emirates**

***January 2024 – Present***

- Led corporate client acquisition and onboarding for WPS (Wage Protection System) services, enhancing client base and revenue growth.
- Managed and nurtured corporate client relationships to meet payroll processing and remittance service needs.
- Directed full sales cycle operations, including lead generation, client engagement, negotiations, and successful contract closures.
- Examined competitor strategies and consumer behavior across 5 regions, uncovering an opportunity to expand into personalized nutrition, adopted by the product team.

### **Branch Development Executive**

**Joyalukkas Exchange, Dubai, United Arab Emirates**

***August 2020 – December 2023***

- Conducted foreign exchange transactions in compliance with current forex market rates, ensuring accuracy and regulatory adherence.
- Managed end-to-end processing of remittances, salary disbursements, and bill payments, optimizing operational efficiency.
- Developed and executed local marketing strategies to drive customer acquisition, increase foot traffic, and bolster brand recognition.
- Collaborated with the branch manager to formulate strategic plans aimed at enhancing revenue generation.

## **Sales Executive**

**Joyalukkas Jewellery [UAE Operation], Dubai, United Arab Emirates**

***January 2019 – August 2020***

- Delivered in-depth customer education on gold, diamonds, and precious stones, enhancing client knowledge and driving sales.
- Monitored stock levels and collaborated with the inventory team for daily checks.
- Implemented in-store promotions and product upsells to boost revenue.
- Recognized as "Best Performer of the Month" for consistently achieving sales targets, optimizing customer satisfaction metrics, and driving revenue growth through effective client relationship management and strategic sales techniques.

## **Sales Executive**

**Joyalukkas Jewellery [Indian Operation], Kolkata, West Bengal, India**

***October 2017 – December 2018***

- Assisted customers in selecting jewelry, utilizing strong consultative sales techniques to align with individual preferences and budget constraints.
- Applied upselling strategies and maintained product knowledge to enhance customer satisfaction and drive revenue growth.
- Consistently met and exceeded monthly sales targets.
- Executed efficient billing and cash transaction processes, ensuring accuracy, compliance, and financial integrity using advanced point-of-sale (POS) systems and financial software.

## **Customer Support Associate**

**Tech Mahindra, Kolkata, West Bengal, India**

***July 2016 – March 2017***

- Handled high-volume inbound and outbound calls, emails, and live chats to deliver exceptional customer service support.
- Resolved customer inquiries, complaints, and technical issues with efficiency and professionalism to enhance customer satisfaction.
- Utilized CRM systems to document interactions and track case progress, ensuring accurate and detailed records.
- Applied analytical thinking to address complex concerns and escalated unresolved issues to senior support staff for timely resolution.

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## **EDUCATION**

**Bachelor Programme of Business Administration**

Institute of Basic and Vocational Education, Karnataka, India

***March 2019 – April 2022***

Courses: Marketing/Digital Marketing

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## ACHIEVEMENTS

- **Management Recognition** (*January 2019 – August 2020*)

Achieved and consistently surpassed sales targets through strategic sales techniques, effective lead generation, and client relationship management. Demonstrated expertise in customer engagement, ensuring high customer satisfaction and retention rates through strategic communication and personalized support.

- **Employee of the Year** (January 2022 – December 2023)

Recognized for exceptional performance, dependability, and professional excellence, demonstrating strong leadership, strategic problem-solving, and results-driven achievements.

- **Promotion to Business Development Executive** (*January 2024 – Present*)

Recognition of outstanding performance in previous roles.

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## SKILLS

- Public Speaking & Presentations
- Cross-Cultural Communication
- Team Building & Collaboration
- Goal Setting & Achievement
- Emotional Intelligence

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## LANGUAGES

- Hindi: Full Professional Proficiency
- Bengali: Full Professional Proficiency
- Urdu: Full Professional Proficiency
- English: Professional Proficiency

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## INTERESTS

- Photography
- Playing Violin
- Online Courses/E-learning
- Travel & Culture
- Volunteering