



# MANISHA BARAL

## SUPERVISOR- BRANCH OPERATIONS

### PROFILE

Highly motivated Branch Operations Supervisor with 7 years of experience in the dynamic UAE exchange house market. Proven ability to lead and develop high-performing teams, exceeding sales targets, and ensuring seamless branch operations with a strong focus on customer satisfaction and regulatory compliance. In my previous role, I leveraged 5 years of HR recruitment experience in my home country to develop strong talent acquisition strategies.

### WORK EXPERIENCE

#### Sharaf Exchange LLC-Dubai,U.A.E

2017- PRESENT

##### Supervisor-Branch Operations

- Leading multiple teams of 5+ customer service representatives in various branches, providing coaching and development to ensure exceptional customer service.
- Developing and implementing customer service policies and procedures to improve efficiency and customer satisfaction.
- Monitoring key performance indicators (KPIs) such as customer satisfaction ratings, resolution times, and sales conversion rates, and implemented strategies to improve them.
- Resolving complex customer inquiries and complaints related to products and services promptly and professionally, ensuring customer satisfaction.
- Ensure adherence to all company policies and procedures, including anti-money laundering (AML) and know your customer (KYC) regulations.
- Contributed to a positive and productive work environment for the customer service team for the last 7 years achieving set targets individually and branchwise

#### ALL SKILLS MANPOWER SERVICE, NEPAL

2012-2017

##### Recruitment Manager

- Revamped Recruitment Process by implementing new employee screening step while onboarding and proper categorization of job applications
- Optimized Recruitment Strategies by Emphasized implementing new sourcing methods (social recruiting, Boolean searches) and reviewing recruitment software to improve cost-effectiveness and time-to-hire.

### CONTACT

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Al Satwa, Dubai, U.A.E.

### EDUCATION

2007-2014

JANAMAITRI MULTIPLE  
CAMPUS-KATHMANDU,NEPAL

- Bachelors in Business Studies

### SKILLS

- Project Management
- Public Relations
- Teamwork
- Time Management
- Leadership
- Effective Communication
- Critical Thinking

### LANGUAGES

- Nepali (Native)
- English (Fluent)
- Hindi (Fluent)

## PERSONAL DETAILS

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- Nationality : Nepali
- Date of Birth : 26-Jan-1989
- Passport No : 08908991
- Expiry : 16th Jun 2025
- Visa Status : Employment Visa

- Enhanced Employer Branding through targeted advertising and collaboration with hiring managers on interviewing techniques.
- Improved Recruitment Team Performance by supervising the recruiting team, reporting on their performance, and keeping track of key metrics (time-to-hire, cost-per-hire).
- Forecasted Future Talent Needs through proactive approach by collaborating with department managers of clients to anticipate future hiring requirements.
- Created Strong Industry Network by building a strong professional network with HR professionals, colleges, and other partners to expand the talent pool.

## TECHNICAL SKILLS

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- Proficiency in Microsoft Office (Excel, Word, PowerPoint).
- Proficiency in Outlook, Gmail etc.
- Database Management.
- Proficiency in accounting software.
- UpToDate training and knowledge about CBUAE regulations regarding Consumer Protection Standards, Compliance and Anti-Fraud Awareness programs

## REFERENCES

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Professional or Personal references will be furnished upon request.