



UMESH SHARMA

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Flat No.1109 A, Al Qadesia Building, Al Nahda Sharjah, UAE.

PERSONAL DETAILS

- Nationality : Indian
- Marital status : Married
- Date of Birth : 12th Jun 1991
- Gender : Male

LANGUAGE KNOWN

- English
- Hindi
- Urdu
- Punjabi

INTERPERSONAL SKILLS

- Hard working, efficiently proficient.
- Possesses good relationship building and interpersonal skills.
- Excellent communication skills and a good team Player.
- Multilingual skills which allows me to effectively communicate with a diverse range of customers.

TECHNICAL SKILLS

- Proficient in Microsoft Excel (pivot tables, VLOOKUP, etc.) and reporting dashboards.
- Knowledge of Bill of Lading (B/L), Bill of Entry (BOE), invoices, and other trade documents.
- Professional in email communication, skilled in managing emails using Microsoft Outlook.
- Utilized Power BI to develop reports that improved data visibility.
- Familiar with AML regulations and KYC procedures to ensure regulatory.

ACADEMIC QUALIFICATION

- CERTIFICATE IN COMPUTING | Jun-2011
Indira Gandhi National University, Delhi, India
- HIGH SCHOOL DEGREE | May-2008
Ramjas Public School, Delhi, India
- COMPTER APPLICATION | Dec-2008
UBIQUE Software Institute, Delhi, India.
- HIGH SCHOOL DEGREE | May-2006
Ramjas Public School, Delhi, India

CAREER SUMMARY

Experienced professional with 11 years of diverse experience in customer service and management, including 5 years in call centers, 3 years in front-line customer-facing roles, and 3 years as an Assistant Branch Manager. Proven ability to deliver exceptional service, boost customer satisfaction, and support business growth. Seeking a challenging role in a dynamic, customer-focused environment to leverage my skills and experience.

WORK EXPERIENCE

ASSISTANT BRANCH IN-CHARGE | Dec 2019 – Mar 2023
Emirates India International Exchange, Dubai, UAE

Job Duties & Responsibilities

- Overseeing the daily operations of the branch, including branch opening, conducting daily briefings, and scheduling tasks.
- Ensured full compliance with AML, KYC, and regulatory guidelines, minimizing operational risk.
- Led and supervised branch staff's, ensuring performance targets and service standards were consistently met.
- Prepared detailed Operational, Compliance & Financial reports along with weekly roster.
- Assisting in marketing and sales efforts to promote the branch and increased by 10% revenue in every quarter.
- Maintained direct interaction with HNI clients to provide personalized financial services and build long-term relationships.

CUSTOMER SERVICE EXECUTIVE (Teller) | Sep 2017 – Dec 2019
Emirates India International Exchange, Dubai, UAE

Job Duties & Responsibilities

- Assisting customers with Money Exchange, Remittance, Western Union and other value added products.
- All duties are carried out in accordance with the stipulated business and Anti-Money Laundering policies and procedures.
- Extensive experience as a Head Cashier in high-volume cash handling operations, managing both foreign and local currency with accuracy.
- Extend superior customer service by attending to customer queries, complaints, amendments, and cancellations.
- Handled high-value corporate transactions, including document screening (B.L & B.O.E), cheque deposits, AML clearance, and transaction disposal.

CUSTOMER SERVICE EXECUTIVE / Quality Auditor | Feb 2012 – Apr 2017
Jindal Intellicom Ltd.

Job Duties & Responsibilities

- Handle inbound and outbound customer calls in a professional and courteous manner in order to update records, and place order.
- Identify customer interaction trends and collaborate with teams to implement quality improvements.
- Monitor and evaluate inbound/outbound calls, emails, and chats to assess agent performance against KPIs and provide feedback, coaching, and training to drive continuous improvement.