








NASHITH NAVABU K.M.

CONTACT

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 Manual
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SKILLS

- Punctuality and time keeping
- Professionalism and composure
- Managing a team of different nationalities
- Quick learner
- Knowledge of UAE culture
- Knowledge of computer and system software such as Microsoft Office (Word and Excel), social media and banking softwares.

LANGUAGES

English

Fluent

Hindi

Proficient (C2)

Malayalam

Native

Arabic (Basic)

Beginner

PROFESSIONAL SUMMARY

Dedicated senior staff highly effective in undertaking administrative and programmed management tasks. Manages complex data with excellent organisation. Motivated to achieve outstanding success through prompt communication and helpful approach.

Organised Team Leader with 10 years of experience. Builds positive rapport, inspires trust and guides teams to achieve organisational goals. Strong facilitator, trainer and mentor.

WORK HISTORY

Branch manager

02/2025 - Current

AL ROSTAMANI INTERNATIONAL EXCHANGE - Sharjah

- Liaised with clients, resulting in strong relationships and repeat business.
- Developed and implemented strategies for increased customer satisfaction.
- Led team meetings to foster communication and collaboration.
- Fostered a positive work environment, improving overall team morale.
- Managed daily operations to ensure smooth running of the branch.
- Reviewed and analysed sales data to identify growth opportunities.
- Implemented new training programmes for improved staff performance.
- Ensured compliance with company policies, maintaining ethical standards.
- Resolved customer complaints swiftly, maintaining company's reputation.
- Conducted regular performance reviews for continuous employee development.
- Improved branch productivity by implementing efficient work schedules.

Teller

10/2018 - Current

AL ROSTAMANI INTERNATIONAL EXCHANGE

- Customer service and Sending Remittance
- Dealing foreign currency
- Credit card payments and ezetops
- WPS salary processing, file creations and excel preparations
- WPS salary card processing and distribution
- Multi currency card distribution and reloading
- Marketing by adopting plans and cold calling

PERSONAL DETAILS

Date of Birth / Age: 1992-04-23

Marital Status: Married

Gender: Male

- Authorizing and verification of daily currency stocks
- Auditing of the transaction receipts under AML and handing towards the compliance department upon their request
- VAT payments and corporate VAT registrations
- Payments for other value added services like national bonds, Air Arabia and Fly Dubai airways tickets
- Built strong customer relationships to foster loyalty and repeat business.
- Resolved customer complaints swiftly, improved overall customer experience.
- Performed regular audits on transactional activities, maintained high level of accuracy.
- Coordinated with other team members to manage peak hours effectively.

Front Line Associate

10/2014 - 10/2018

LULU INTERNATIONAL EXCHANGE LLC

- Customer service and Sending
- Dealing foreign currency
- Remittance
- Transfers/cheques and Demand draft
- Bill Payments such as etisalat and ADDC
- WPS salary receive & payment to various company
- WPS salary disbursement & Remittance service to remote camps
- Monitoring high value transaction
- Handling customer complains, AML and suggestion
- Marketings by adopting plans and cold calling
- Day to day filings and documentations of registers and reports
- Offline transactions to the remote camps and salary distributions
- Sell National Bond, Parking Card & Salik Card
- Bank Account opening of Bangladesh, India, Philippines & Nepal
- Updation of individual targets and submission of performance reports to the BIC

EDUCATION

Graduated, 01/2011 - 01/2014

National College for arts and science - Thiruvananthapuram

PERSONAL INFORMATION

- Age: 32
- Place of birth: UAE
- Date of birth: 04/23/92
- Gender: Male
- Marital status: Married

CUSTOM

I hereby declare that the above furnished details are true to the best of my knowledge and belief.