



Manju Lama

OBJECTIVE

To be a part of a renowned organization and work for the betterment of the company, as well as foster my growth both professional and personal, while providing an enjoyable and productive working relationship for the company and its clients. I aim to contribute to business growth by utilizing my skills effectively.

CONTACT

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EDUCATION

- **BACHELOR OF BUSINESS ADMINISTRATION (BBA)**
- **H.S.B.C (BUSINESS STUDIES) – HSEB**
- **S.L.C – S.L.C BOARD**

SKILLS

Dedicated, hardworking, and efficient professional capable of working under pressure

Highly organized and motivated, able to work independently or as part of a team.

EXPERIENCE

ASST.BRANCH MANAGER/ CONSUMER PROTECTION OFFICER

Dinar Exchange | Dubai UAE | 2020 – Present

ASST.BRANCH INCHARGE:

- Oversaw day-to-day business operations, ensuring smooth workflow and achieving organizational objectives.
- Assist the Branch Manager for Developed and implemented operational strategies to enhance efficiency and performance.
- Monitored key performance indicators (KPIs) and ensured compliance with company AML policies and procedures.
- Supervised teams, conducted training sessions, and motivated employees to improve productivity.
- Conducted regular performance reviews and audits to identify areas for improvement and implement solutions.
- Conducted revaluation of foreign currency at month-end based on market rates.
- Ensured daily TT uploads and managed teller position reports and surprise.
- To reviews the counterfeit incidents through respective registers periodically and the procedures for

Adaptable to diverse international environments



Skilled at meeting deadlines and prioritizing tasks while maintaining high standards.



Proficient in Microsoft Office Suite and consumer management systems



Skilled at meeting deadlines and prioritizing tasks while maintaining high standards.



Language Proficiency

- **English:** Proficient in both written and spoken communication.
- **Hindi:** Fluent in both written and spoken communication.
- **Arabic:** Basic understanding and communication skills

Computer Literacy

- Proficient in Microsoft Office programs, including MS Word, MS Excel, MS PowerPoint, MS Access, and Outlook Express.
- Skilled in Internet operations, email management, and ERP systems such as SYMEX9, SYMEX.NET, and SMARTEX.

mitigating such incidents are updated as per the requirements.

Consumer Protection Officer

- Receive, investigate, and resolve consumer complaints related to products or services offered by businesses in the UAE.
 - Reviewing terms and conditions, disclosures and policies related consumer protection as per CBUAE regulations and explaining to customer.
 - Responsible for arranging calls on customer feedback and conducting online survey programmes to improve contribution to overall performance.
 - Ensure that businesses comply with all UAE consumer protection laws, including the UAE Consumer Protection Law, and industry-specific regulations.
 - Act as an advocate for consumer rights, ensuring that businesses treat consumers fairly and transparently.
 - Prepare reports on consumer complaints and trends for submission to regulatory authorities and management.
 - Promote consumer awareness about their rights and responsibilities through outreach programs, workshops, and educational campaigns.
 - Participate in the development and review of consumer protection policies and initiatives that align with UAE laws and regulations.
 - Analyze consumer complaint data to identify trends, report insights, and suggest improvements to policies and regulations.

ASST.BRANCH MANAGER /ADMIN ASSISTANT DAY EXCHANGE | DUBAI, UAE | 2013-2020

- Supervise branch staff and ensure productivity targets are met.
- Provided customers and clients with comprehensive information about financial products and services.
- Performed administrative duties, including filing, preparing reports, and maintaining correspondence via mail and email.
- Applied processes and principles related to customer and service user interactions, ensuring high satisfaction levels through regular evaluations.
- Oversaw routine and advanced tasks for other professionals to streamline operations.
- Managed office tasks, offering assistance through phone, mail, and email as required.

- ☐ Prepared professional communications, including memos, emails, invoices, reports, and other correspondence.
- ☐ Supervised accounts, performed bookkeeping, and managed financial records effectively.
- ☐ Scheduled and coordinated meetings, ensuring alignment with organizational goals and timelines.
- ☐ Responsible for taking feedback based on customer interactions, suggestions for improvement, and collaboration with relevant department in order to enhance the overall customer experience.

Declaration I hereby declare that the information provided above is true to the best of my knowledge and belief.

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