



SHYAM KUNJUMON

Branch in Charge

CONTACT

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- Abu Dhabi, UAE

CORE SKILLS

- Team leadership
- Result oriented
- Strong documentation skills
- Customer Focus
- People Management Ability
- Internal Controls
- Multi tasking skills
- Ability to work in fast paced dynamic environment
- Staff Training & Development
- Data Analysis
- Audit & Inspection Preparedness

EDUCATION

MBA in Marketing & HR
Mahatma Gandhi University,
Kottayam
2010

TRAININGS

- CBUAE AML/CFT Compliance Training
- Risk Assessment Frameworks for Financial Institutions
- Suspicious Activity Reporting (SAR) Best Practices

LANGUAGES

- English - Proficient (C2)
- Hindi - Proficient (C2)
- Malayalam - Native
- Tamil - Intermediate (B1)

PROFILE

Dynamic and detail-oriented Branch in Charge with over 10 years of experience in financial services, with a Proven track record in optimising operational efficiency, driving revenue growth and fostering a high performing team. Strong leadership skills combined with strategic decision making to achieve business objectives. Expertise in customer relationship management and implementation of effective sales strategies. Demonstrated leadership in team management, training staff on compliance best practices, and enhancing internal controls to achieve 100% regulatory compliance. A proactive professional committed to safeguarding financial institutions through strategic risk management and operational excellence.

PROFESSIONAL EXPERIENCE

Al Fardan Exchange Branch in Charge Service Supervisor

Abu Dhabi, UAE
2022 – Present
2017 -2021

- Ensuring high level of customer satisfaction through quality service and problem resolution
- Guiding and motivating teams to achieve goals and maintain positive work environment.
- Driving revenue through effective sales strategies customer relationship and marketing initiatives
- Quick addressing challenges and finding solutions to keep branch operations running smoothly
- Building and maintaining relationships with clients and partners to enhance business opportunity
- Making sound decisions based on data, market trends and organizational objectives.
- Being flexible and adaptable to changes in business environment and industry trends.
- familiarity with business software and technology tools to enhance operational processes.
- Streamlining processes to enhance productivity reduce cost and improve overall efficiency.
- Budgeting financial analysis and resource allocating to ensure optimal branch performance.
- Maintain meticulous documentation of compliance activities, ensuring seamless audits and achieving 100% compliance in regulatory inspections for five consecutive years.

Chief Teller | Redha Al Anzari – Dubai, UAE | August 2014 – September 2016

- Managed high-volume cash transactions with precision, ensuring all financial activities adhered to established AML/CFT regulations and internal control measures.
- Conducted thorough customer onboarding for both individual and corporate clients, ensuring accurate completion of KYC documentation and compliance with AML policies.
- Supervised and validated end-of-day reconciliation for cash receipts, remittances, and foreign exchange transactions, maintaining a 100% accuracy record.
- Ensured seamless branch operations by implementing improved cash-handling protocols that minimized discrepancies and enhanced overall service efficiency.
- Provided guidance and coaching to junior tellers, enhancing their understanding of compliance protocols, cash management, and customer service best practices.
- Collaborated with compliance teams to ensure prompt identification and escalation of suspicious activities, contributing to a 20% improvement in fraud detection rates.

Assistant Auditor | Manappuram Finance Ltd, India 2011 – 2013

- Conducted comprehensive internal audits to assess financial records, ensuring compliance with company policies, regulatory standards, and best practices.
- Performed detailed risk assessments to identify control weaknesses and recommend actionable solutions to mitigate financial discrepancies.
- Assisted in preparing audit reports highlighting key findings, trends, and recommendations for improved financial management.
- Collaborated with cross-functional teams to evaluate internal controls, ensuring accuracy in financial documentation and data integrity.
- Supported senior auditors in developing audit strategies, executing fieldwork, and maintaining detailed audit documentation for regulatory reviews.
- Monitored cash flows, account reconciliations, and financial transactions to detect inconsistencies and ensure robust financial oversight.