

# VISHNU V S

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## PROFILE SUMMARY

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A highly motivated and detail-oriented professional with experience as a Business Development Executive and Officer - Customer Experience. Skilled in managing customer relationships, ensuring compliance, handling transactions, and promoting products to drive business growth. Adept at identifying customer needs, analyzing market trends, and delivering exceptional service while maintaining operational excellence. Seeking opportunities to contribute expertise and grow within a dynamic organization.

## WORK EXPERIENCE

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### OFFICER- CUSTOMER EXPERIENCE & DUE DILIGENCE AL FARDAN EXCHANGE LLC, UAE

(APRIL 2022 - PRESENT)

- Executed branch transactions efficiently while ensuring compliance with UAE Central Bank and AML policies.
- Acted as a Branch Compliance Officer, monitoring transactions and overseeing new KYC registrations.
- Managed cash and cheque transactions, delivering exceptional customer service while maintaining operational controls.
- Handled multi-currency exchanges adhering to stringent anti-counterfeit policies.
- Addressed customer queries regarding transactions, rates, and branch services, ensuring high satisfaction levels.
- Provided detailed guidance on transaction modes, rates, and pricing to customers.
- Promoted branch revenue through product sales, including Traveleez cards and National Bonds.
- Mentored and supported junior staff in developing professional skills and knowledge.
- Maintained meticulous records of branch activities, analyzing data to identify risks and implement improvements.

### BUSINESS DEVELOPMENT EXECUTIVE MAHINDRA & MAHINDRA FINANCIAL SERVICES LTD, INDIA

(JUNE 2019 - JULY 2021)

- Conducted market analysis to identify customer needs and created data-driven strategies to enhance profitability.
- Built and maintained strong relationships with customers and partners to promote brand awareness.
- Coordinated and prioritized communications to address critical strategic issues efficiently.
- Utilized Management Information Systems and tools like "EMLAP" and Microsoft Excel for data management and reporting.
- Maintained comprehensive records of sales activities, including customer interactions, proposals, and follow-ups.

## PROJECT

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### SUMMER INTERNSHIP AT MAHINDRA FINANCE

- Title: Study on Hypothecation and loan processing for Light Motor Vehicle

### RESEARCH WITH MAHINDRA FINANCE

- Research on measuring customer approach towards financing vehicle and customer satisfaction with Mahindra Finance

### ORGANISATION STUDY

- Odyssia Footwear, Calicut, Kerala, India

### SUMMER INTERNSHIP AT SIAS INTERNATIONAL UNIVERSITY, CHINA

- Title: Study on Chinese buying behaviour and Money Management

## EDUCATION

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- **MBA (MASTER OF BUSINESS ADMINISTRATION)**

CMS Business School, Jain University - INDIA (2017 - 2019)

Specialisation: Marketing

- **BBA (BACHELOR OF BUSINESS ADMINISTRATION)**

Hindustan University- INDIA & SIAS International University - CHINA (2013 - 2016)

Specialisation: General

## SKILLS

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- Customer Relationship Management
- Compliance and Regulatory Adherence
- Transaction Management
- Multi-Currency Handling
- Product Promotion and Sales
- Market Analysis
- Data Management and Reporting
- Operational Efficiency
- Team Mentorship and Leadership
- Problem-Solving and Conflict Resolution

## LANGUAGE

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- English
- Malayalam
- Hindi
- Tamil
- Chinese

## REFERENCE

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- **Mr. Sajith - Mahindra & Mahindra Financial Services Ltd.**

Regional Manager

Email : Leela.sajith@mahindra.com

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- **Mr. Durgesh shetty - Alfardan Exchange LLC**

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- **Mr. Gokuldas Rai - Al Fardan Exchange LLC**

Branch Manager

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