

DEVENDER SINGH GUSAIN



EDUCATION

- B.A. in Economics & Sociology, 2000.(Goa University)
- 3 yrs Diploma in Computer Application from NIIT Institute.
- Certified Executive MBA in Banking Management from Kazian Global School of Business Management, 2014, Mumbai

SOFTWARE USAGE

- Casmex, EzRemit, Money Gram, Xpress Money, TransFast, Western Union, Instant Cash, Ria Money

CONTACT

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PROFESSIONAL OBJECTIVE

Seeking a professional environment, which gives an opportunity to contribute in an environment that best utilizes any of my experience, skills, personality and interests.

WORK EXPERIENCE

Current Experience: **BRANCH SUPERVISOR**

Sharaf Exchange, Dubai, UAE (Nov 2014 – Till Date)

- Responsible for day-to-day Operations, Handling Complaints and Administration of the Branch, ensuring company compliance policies and procedures are followed.
- Supervise the performance of staff to ensure optimum productivity and high quality service, in order to provide a range of services to customers.
- Structuring business plan and driving initiatives to streamline and promote Retail sales, Purchase & Sell Foreign Currencies.
- Executing Corporate and HNW Transaction on timely manner with proper documentation.
- Network to improve the presence and reputation of the branch and company.
- Planning & Negotiate for boarding new companies for WPS & Corporate Transaction's
- Planning for Marketing Activities, Promotions and Branch Targets.
- Prepare Daily, Monthly MIS reports for Branch Budgeting.

Previous Experience: **CUSTOMER SERVICE EXECUTIVE**

BFC Forex & Financial Services Pvt Ltd, Mumbai (Dec 2013-Oct 2014)

- Manage Foreign Exchange Operations in Retail & Wholesale as per statute and RBI Guidelines.
- Assist the Ezremit, Money gram Agents & BFC Forex branches in investigating and resolving payment issues.
- Updating Currencies stock and cash registers on a daily basis.
- Identify ways of improving customer service and recommend them to Customer Service Manager.
- Participating in sales promotion activities in the residential And corporate belts.
- Maintain all registers, records, documentation and timely completion of activity as per guidelines
- Business Focused; Support branch head to achieve sales target of the branch.

Previous Experience: **SERVICE OFFICER**

UAE Exchange Centre LLC, Dubai, U.A.E (Mar 2008- Jun 2012)

- Wide range of experience in dealing all major Foreign Currencies.

PERSONAL DETAILS

Nationality: Indian
Date of Birth: 01 Aug 1979
Marital Status: Married
Passport No: T3271634
Date of Issue: 09 July 2020
Date of Expiry: 08 July 2030
Driving License: UAE D/L
No.1171095
Date of Issue: 27 June 2017
Date of Expiry: 27 June 2027

Hobbies:

Listening Music, Swimming,
Surfing Net, Traveling, Reading

Languages:

Hindi, English &
Arabic(Average)

- Provide Real Time Quotation and Booked P&L of FC.
- Broad understanding and Handling of **Cross Border Payment Systems Like Swift Transfer, Western Union, Express Money and Other Banking & Non Banking Transactions.**
- Organizing Marketing Activities by visiting Retail shops, Labor camps and also with walk-in customers.
- Handling HNI Customers and Promoted Cross selling programs related to products.
- To formulate plans or practices that enables the team to maximize their output in terms of productivity and accuracy
- Handling Co's Payroll Solution, Registration, Queries, Reconciliation & Updation of the Salary.
- To Open NRE Savings A/Cs, PAN Card and other Allied products
- Follow the Company "Anti Money Laundering & Know Your Customer" guidelines.
- Supervise daily workflow in areas of document typing, telephone traffic, faxing and mail.
- Responsible for Branch EOD Reconciliation with Accounts Department

Previous Experience: SENIOR SERVICE ASSISTANT

Emirates General Petroleum Corporation, Dubai, U.A.E (**Mar 2002-Feb 2008**)

To formulate Sales Plan & Marketing strategies to maximize sales.

- To monitor all sales related activities & to oversee the internal procedures & systems to minimize operational risks,
- To negotiate with the suppliers and assisting them to boost their products.
- To implement all layouts, merchandise range, promotion, and point of sales material as instructed.
- To complete all requests made on him/her by the Corporation in a timely & efficient way.
- Solving all the Customer queries with immediate effect and other operational issues.
- Responsible for ensuring that the Corporation's Customer Service programs are carried out correctly by all staff
- To Handle the Cash and Card (Visa & Master Card) related Problems.
- To negotiate with the customers over price related issues

REFERENCE'S

References available on request