

MIDHUN MURUKAN

SUPERVISOR CUM BRANCH COMPLIANCE OFFICER

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☎ 055 793 1363

📍 Jumeira , Dubai, UAE



Career Objective :

Dedicated and detail-oriented with 13 years of experience Bank teller with high levels of integrity and accuracy .Experienced in cash handling, HR department ,Balancing drawers and inventory Management. Customer service representative who achieves high level of customer satisfaction .Banking professional successful at cross selling bank product and services .

Education Background

- ALBEDO SCHOOL OF BUSINESS MANAGEMNT
MBA (FINANCE WITH MARKETING)
Completed in 2016
- ALBEDO SCHOOL OF BUSINESS MANAGEMNT
BACHELOR OF COMMERCE (B.COM)
Completed in 2014
- SPEEDWINGS AVIATION ACADEMY
IATA UFTAA FOUNDATION
AVIATION INDUSTRY
Completed in 2010

Professional Experience

AL ROSTAMANI INTERNATIONAL EXCHANGE LLC

SHIFT IN CHARGE (Currently working)-JOIN IN 2022 April
Jumeria village circle , Branch Dubai

Key responsibilities:

- Analyze current and past financial data
- Look at recent financial performance and identify trends
- Prepare reports on the above information and communicate the insights of these reports to the broader business
- Consult with the management team to develop long-term commercial plans
- Suggest budgets and improvements based on the above information
- Fund remittance TT transaction as well as swift transfer
- Surprise Audit process
- fake note detection and reporting to concern authority
- Organized , stocked and maintained the teller window area.
- Monitoring daily employee performance

Personal Details

Fathers' name : T.L Murukan
Date Of Birth : 11 . 10 . 1991
Nationality : indian
Marital Status : married
nationality : Indian
Languages Known : English , Hindi , Tamil,
Malayalam , Arabic ,

AL FARDAN EXCHANGE LLC

CHIEF TELLER CUM BRANCH COMPLIANCE OFFICER
AL RUWAIS -ABUDHABI (2021 FEBRUARY TO 2022 MARCH)

Key responsibilities:

- AML Process
- Cash handling expertise
- WPS process
- Corporate , Whole sale and Retails registration as well as processing transaction
- Develop and implement an effective legal compliance program
- Collaborate with external auditors and HR when needed
- Address employee concerns or questions on legal compliance
- Draft and revise company policies
- Proactively audit processes, practices and documents to identify weaknesses
- TT transfer as well as swift transfer
- Whole sale , corporate ,retail and B2B transaction
- Foreign currency buy and sale (Retail ,whole sale and B2B)

Skills

- Financial modeling and reporting
- Data mining and analysis
- Financial accounting
- Business valuation
- Advanced SAS proficiency
- Observation
- Decision making
- Communication
- Multi-tasking
- Petty cash , receipt and payments
- handling AML complexities
- HR
- Surprice Audit
- Customer service and Target oriented
- Sales and marketing
- M S OFFICE
- Business planning and strategy
- Business Modeling
- corporate governance
- Lead generation
- Financial Reporting
- Debt/Funds restructuring
- Internal controls and cash management
- customer service officer
- Effectively managing innovation and creativity
- Currency export modeling
- planning and budgtring

REDHA AL ANSARI EXCHANGE LLC

HEAD CASHIER CUM EXCHANGER

HAMRIYA BRANCH , DUBAI (2016 OCTOBER TO 2021 JANUARY)

Key responsibilities:

- buy and sell different types of currencies in an attempt to make a profit.
- Facilitated and logged store opening, closing and shift changes
- Helped customers complete purchases , l and join reward programs
- Gathered customer information and maintained in CRM database.
- Created and implemented strategic trading approaches
- process cash transactions from clients in national and foreign currencies
- Collect money from customers and distribute receipt.
- Register the goods sold, receive payment, balance the contents of his cash drawer; ensure the order and cleanliness of the department
- Collect cash, checks, and credit card payments from customers
- Make change accurately and efficiently
- Issue receipts to customers
- Deal with returns and refunds as necessary
- Maintain cash control over register drawer and verify amounts are correct
- Calculate customer bills through cash register ringing
- Help with other tasks as needed including managing shelves, tracking inventory, and keeping the store clean
- Manage the risks of trading on exchange markets while making a profit
- Conduct research on the financial markets
- Analyze market activity and monitor market trends
- Monitor trading activities and transactions of other traders
- Prepare reports on financial services and the forex market managers
- Maintain records in accordance with financial regulations
- Maintain and develop relationships with clients

UAE EXCHANGE AND FS LTD

ASSISTANT MANAGER CUM FOREX HEAD

COCHIN -INDIA (2011 FEBRUARY - TO 2016 JULY)

Key responsibilities:

- Assist the Retail Store Manager in planning and implementing strategies to attract customers
- Coordinate daily customer service operations (sales processes, orders and payments)
- Track the progress of weekly, monthly, quarterly and annual objectives
- Monitor and maintain store inventory
- Evaluate employee performance and identify hiring and training needs
- Supervise and motivate staff to perform their best
- Coach and support new and existing Sales Associates
- Monitor retail operating costs, budgets and resources
- Suggest sales training programs and techniques
- Communicate with clients and evaluate their needs
- Analyze consumer behavior and adjust product positioning
- Handle complaints from customers
- Research emerging products and use information to update the store's merchandise
- Create reports, analyze and interpret retail data, like revenues, expenses and competition
- Conduct regular audits to ensure the store is functionable and presentable
- Make sure all employees adhere to company's policies and guidelines
- Act as our store's representative and set an example for our staff
- Handling Cash
- Fund remittance abroad
- Taking care of foreign currency exchange and buying
- Dealing travel desk customer
- In -charge of marketing activity
- Handling front office desk