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SUMMARY

Experienced Money Exchange Professional with a track record of developing and implementing successful business strategies to acquire and retain customers for Payroll (WPS) Service. Able to manage relationships with existing clients, supervise staff and branch operations, and handle customer inquiries and conflicts. Proven ability to prepare comprehensive reports, meet revenue targets, and ensure compliance with labor regulations. Excellent communication skills and a focus on customer satisfaction. Solid knowledge of exchange regulations and compliance matters; adhere to security and compliance procedures for protection of cash and other assets. Successful in understanding client needs & requirements in order to be able to effectively cross-sell allied products of the company, collection of candid feedback, providing referrals to business. Computer savvy in MS Office Suite and proprietary Banking applications.



**SREEJITH
THANNIKURUSSI CHANDRAN**

PROFESSIONAL EXPERIENCE

AL ANSARI EXCHANGE LLC

DUBAI, UAE | SEP 2013 – MARCH 2023

WPS OFFICER (OFFICE IN-CHARGE) | JAN 2022 – MARCH 2023

- Plan, develop and implement business strategies to penetrate and acquire customers from the market by identifying top corporate houses for WPS Services and devise plans to target the employees for the related remittance services.
- Acquire new business and manage relationships with existing clients to ensure continuity of business.
- Collecting relevant KYC information as per checklist with basic understanding of the KYC and client on-boarding process.
- Generated and uploaded salary files, tracked payments and updated customer profiles as per KYC procedures
- Responded promptly to customer inquiries and effectively handled and resolved conflicts.
- Assured compliance with Ministry of Labor and court labor cases by preparing comprehensive reports and statements.
- Demonstrated exceptional communication skills in responding to customer queries.
- Proactively managed branch requests and handled customer complaints in line with company policy.
- Prepare a variety of status reports, including activity, closings, follow-up, and adherence to goals.

EXECUTIVE | SEPT 2013 – DEC 2021

- Established and maintained an extensive clientele base, consisting of return business as well as new contacts by ensuring all personnel develop an excellent rapport with the patrons, provide personal attention to their needs, offer fast, friendly assistance to assure their satisfaction however possible
- Performed AML verification/PEP screening, Client profiling (KYC), visiting client premises and independent electronic verification of all customer ID's and documents, using various system and tools before signing off the clients
- Attend clients inside the branch, answer customer queries, coordinate with back office operations facilitate their transactions as required to ensure total customer satisfaction
- Received/issued cash transaction instruments like remittance, foreign currency exchange, WPS, and value added services transaction.
- Provides top-notch customer service by handling foreign currency exchange transactions accurately and efficiently.

KEY SKILLS

- Foreign Exchange Operations
- WPS Service
- AML Compliance
- Client Acquisition and Retention
- Operational Excellence
- Customer Service
- Client Profiling (KYC)
- Client Relationship Management
- Branch Management

ACADEMIC

Bharathiar University
Master of Business Administration | 2012

TRAININGS

- Orientation and Foundation training
- Anti- money laundering & prevention of fraud and counterfeit money
- Telephone and Business etiquette core knowledge in UAE central bank rules and regulations

PERSONAL DETAILS

Date of Birth : 28/04/1988
Marital Status : Single
Nationality : Indian
Passport : V2314481
Languages Known : English, Hindi, Malayalam, Tamil & German A1 level

HDFC BANK LTD**FAO (Field Agriculture Officer) | OCT 2010 – MAR 2013**

- Promoted the banks in rural regions to expand the bank's agricultural portfolio and to maintain and implement the priority sector guidelines set by the RBI.
- Receive agricultural loan application and submit feasibility and recommendation to Branch Manager.
- Responsible for disbursement of loans to the farmers as well as Self Help Groups (SHG) involved in the primary sector of the economy.
- Assisted in loan documentation; Completed pre-sanction appraisal; Post disbursement supervision of loans; Worked as a link between borrower and bank & If found default in remitting loan instalment or interest take up with the farmer.
- Attended block level and village level meetings conducted by Block Development Office ,NABARD ,Lead Bank etc.
- Examined crop failure cases and writing off cases and give suggestions.

DECLARATION

I hereby declare that all the information furnished above in this document is true to my knowledge and belief.

SREEJITH THANNIKURUSI CHANDRAN