

Career Objective

I'm looking for a position as a team leader, branch manager, compliance officer, or cluster manager in a dynamic, challenging, yet rewarding environmental organization where I can deliver exceptional team management performance and work as a professional team leader, utilizing my organizational skills and ability to delegate duties and tasks to team members in order to achieve the company's objectives and facilitate continued career growth

Overview

Competent team leader with **18 years** of experience in the **UAE money exchange and financial services industry**

Successfully completed the anti-money laundering (AML) certification programme (Ref: 24/2000) of the **Central Bank of the UAE**

Successfully completed the training session on "**New Age Electronics Remittance Product: RTGS and NEFT**" and qualified with a "Product Champ' grade

Successfully completed the **Spearhead Training course** for etiquette for excellent customer service

Successfully completed the training programme for the "**Exchange Centre Operations System**" conducted by Wall Street Exchange Centre LLC

Attend numerous customer services, AML, KYC, and audit compliance training sessions and have solid competencies in AML compliance and customer service.

Ability to work under pressure to meet the deadline, independently as well as a team member

Professional Experience (2002- 2020)

Cluster Manager (2018 -2020)

WALL STREET EXCHANGE CENTRE LLC - DUBAI – U A E

Ensure that branches meet the cluster's AOP (Annual Operating Plan) and that sales growth initiatives are implemented

Responsible for the overall budget and strategy for all branches in the cluster

Manage branch costs in accordance with the AOP (Annual Operating Plan)

Monitor and inspect the security of stock and cash at the branches, and fix any deficiencies within the appropriate department.

Maintaining high-quality customer service entails monitoring client inquiries, complaints, and branch concerns.

Manage complex operational challenges that emerge across numerous branches by leading and developing people in the branches, fostering good communication, defining targets, and launching work plans

Confirming that the AML and audit compliance processes were carried out in accordance with central bank laws and regulations

Ensuring the authenticity of vouchers, branch papers, cash, and currencies



ABDUL KHADER GUNAJE

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Academic Credentials

Bachelor of Arts (B.A. Economics)

Calicut University – Kerala – India

IT SKILL

Diploma in Information System Management (DISM)

Competence in IBM-based AS 400

Diploma in Computer Applications

(MS word, MS excel, MS access, power point)

Language Known

English, Hindi, Malayalam, Kannada, Arabic *

Personal Information

Date of Birth : 10th Nov-1978

Marital Status : Married

Visa Status : Visit visa

Passport No : T 8652901

Date of Issue : 25th Oct 2019

Date of Expire : 24th Oct 2029

Place of Issue : Kozhikode

Nationality : Indian

Branch Manager (2007 - 2017)

WALL STREET EXCHANGE CENTRE LLC - DUBAI – U A E

Designated to the branch office to improve the direction, vision, and leadership in developing and implementing initiatives that increase profitability and provide an exceptional customer experience

Supervise various processes and activities to guarantee regulatory compliance and effective customer support

Managing the operational budget and generating income to drive expansion

Ensures profitability and KPIs are met through business expansion, cross-selling of other items, and client retention

Maximize sales across the board by finding and implementing revenue-growth possibilities

Manage the whole company portfolio's operations in accordance with rules and procedures

Meet due diligence standards and ensure that all team members understand their obligations in line with CB UAE and WSE rules and procedures

Preparing Telex Transfer, WU, Demand Draft, and Online Transfer applications

Ensure that all reconciliations and outstanding transactions are tracked and cleared on time

Handles client concerns and ensures that the shop provides exceptional customer care supports

Responsible for training newcomers in all fields

Cashier (2005 – 2006)

WALL STREET EXCHANGE CENTRE LLC - DUBAI – U A E

Handling the branch office's major cashiering tasks

Sale and reloading of e-cards, cash advances, nol cards, national bonds, and salik cards in respective machines, as well as accounting for the same in the system

Managing WPS (Wage Protection System) in compliance with UAE Central Bank guidelines established for exchange houses this includes prompt wage payments for over 100 enterprises at the branch level

Handling Single point of contact for remittances and local and foreign currency transactions

Obtaining lost and found reports

Daily, weekly and monthly report preparation

Remittance Officer (2002 – 2004)

WALL STREET EXCHANGE CENTRE LLC - DUBAI – U A E

Handling all cash and foreign currency exchange transactions, as well as bulk purchases and sales of foreign currencies and travellers' cheques to banks, corporate business houses, and other walk-in consumers

Front-desk customer service, remittances, cashiering

Find new clients and business & collect the Client's feedbacks

Declaration

I hereby declare that the above written particulars are true to the best of my knowledge and belief. I will perform my best to achieve the goals of this organization

Reference Details

Available up on request

With earnest regards,

ABDUL KHADER GUNAJE