

ABDUL HAI

BRANCH INCHARGE

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☎ 0505286238

📍 Dubai, UAE

🇮🇳 indian

Profile

To seek a challenging position in dynamic environment and desires to progress further in the same field and like to grow with the organization and prove to be an asset for its effective functioning and be a team player for the achievement of organizational goals and its success.

Professional Experience

April 2007 – present

Dubai,
United Arab Emirates

Al Rostamani International Exchange, Branch Manager

- ▮ Responsible for the administration and efficient daily operation of branch office in accordance with Exchange house objectives
- ▮ Managing and supervising FLA's in the branch to ensure the delivery quality service to customers and provide feedback and counsel to improve efficiency and effectiveness.
- ▮ Increasing brand awareness of the company within the service area.
- ▮ Organizing marketing activities and events for the branch
- ▮ Briefing employees on current sales goals, promotions, and other relevant information.
- ▮ Recognizing employee achievements and encouraging excellence in work environment
- ▮ Address customer complaints promptly, interacting with customers on a regular basis to ensure satisfaction and gain useful feedback.
- ▮ Share knowledge with other branch and Head Quarters on effective practices, competitive intelligence, business opportunities and needs.
- ▮ Cash management, premises management, Housekeeping, Upkeep, and maintenance of records in the branch
- ▮ Monitoring transactions ensuring proper KYC documentation for all transfers as mandated CBUAE.
- ▮ Prepare periodic report on competition analysis and take appropriate action to improve business and customer satisfaction.
- ▮ Identify improvement areas and propose constructive changes to achieve operational excellence.
- ▮ Submitting end of day checklist to the Audit and Compliance departments

March 2005 – April 2007

Dubai,
United Arab Emirates

Al Rostamani International Exchange., Branch SUPERVISOR

- ▢ Ensure cash counters were operational to support the business requirements.
- ▢ Communicate regulations and norms regarding transactions in a professional manner.
- ▢ Provide advice and guidance about company products and services to customers as necessary.
- ▢ Ensure optimal profit margins are maintained for transactions.
- ▢ Solicit referrals and initiate cross selling opportunities to the existing customers.
- ▢ Play a proactive role in customer satisfaction and retention.
- ▢ Handle FC, remittances, WPS and other customer transactions as per company policy and procedure
- ▢ Provide guidance to branch staff to achieve zero error in operations and timely completion of all assigned activities.
- ▢ Prepare periodic reports on competition analysis and take appropriate action to improve business and customer satisfaction.
- ▢ Monitor day to day operations to ensure total adherence to company policies and procedures.
- ▢ Identify improvement areas and propose constructive changes to achieve operational excellence.
- ▢ Retail and Corporate customer onboarding (KYC, KYCC, CDD, EDD)

September 2000 –

February 2005

Dubai,
United Arab Emirates

National Taxi L.L.C., Dubai, U.A.E, Cash supervisor

- ▢ Receiving cash from cashiers
- ▢ Preparation of daily Reconciliation statements
- ▢ Recording of cash receipt into pay-n-slip and sending it to bank for deposits
- ▢ Maintaining drivers accounts
- ▢ Disbursement of salaries among staff
- ▢ Daily reporting to finance manager

August 1997 – April 2000

Bangalore, India

Ajay Malik & Associates, Account Assistant

- ▢ Handling book of accounts including cash and ledger.
- ▢ Preparing monthly reports including sales and stock report.
- ▢ Maintaining computerized sales and purchases Transaction.
- ▢ Preparation of bank Reconciliation Statements
- ▢ Preparation of salary statements and disbursements of salaries.

Education

Bhatkal, India

Bachelor of Commerce, Karnatak University (Darward)

Certificates

Tally • Ms Office

Languages

English

Urdu

Arabic

Kannada

Hindi

Skills

Excellent
Organisational &
Supervisory Skills

Ability to achieve
results through team
efforts

Good Presentation and Communication skills

Building good relation with customers

Selling financial products

Ability to work under pressure

Awards

Employee and Service Quality Teller, Dubai Service Excellence Scheme

Declaration

I hereby declare that all information furnished herein is true to the best of my knowledge.

Abdul Hai

Dubai, 10-07-2023