

Arafath Abdul Rahiman

Branch Manager

Manage and lead the Branch effectively by maintaining high quality customer services and supervise all areas of operation, manage staff, foster a positive environment and ensure customer satisfaction. Committed to the expansion and success of the business by implementing strategies that increase productivity and enable sales targets achievement aligned with UAE compliance policy and procedures.



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WORK EXPERIENCE

Branch Manager Sharaf Exchange

05/2018 - Present

Achievements/Tasks

- Lead the branch operations by ensuring business development and enhance customer service.
- Work closely with Area manager to develop and generate business leads with new and existing retail/corporate business.
- Ensure to comply with the audit requirements, internal and external reporting obligations etc in line with the policy guidelines, to ensure high standards of uniformity and consistency.
- Meeting corporate customers, discussing their financial requirements and providing appropriate corporate transaction.
- Setting up with new clients, HNI customers to execute corporate, individual transactions in timely and valued manner. Ensure high level customer service.
- Ensure the company policy and guiding the staff to deliver the well trained customer service following AML KYC Policy with respect to the Central Bank's AML guidelines.

Associate / Service Supervisor UAE Exchange Centre LLC

02/2010 - 03/2018

Achievements/Tasks

- WPS funding and creating SIF according to the UAE WPS guidelines and Central Bank of UAE.
- Demonstrate operational excellence in the service processes. Evaluating performance and providing feedback.
- Reconciliation of the operation products and reporting to the Zonal head, Area Manager.
- Oversee branch Controls and compliance to effectively manage risk and ensure positive internal audit ratings.
- Monitor the performance to ensure branch metrics are met and appropriate action plans are in place to enhance customer satisfaction.
- Active listening skills to understand employee complaints and to work with them to reach a solution. Excellent time management skills and ability to multi-task and prioritise work.

SKILLS

Communication Skills

Computer Skills

Team leading, Office management

Retail and Corporate Marketing

Customer oriented

ACHIEVEMENTS

Best Cashier Award at UAE Exchange Centre LLC

Selected as Branch Compliance Officer and Accounts Officer at UAE Exchange Centre LLC

Outstanding Cashier Productivity Award at UAE Exchange Centre LLC

Special Appreciation for identifying fake note circulation at UAE exchange Centre LLC

EDUCATION

MBA - International Business Annamalai University

06/2017 - 06/2019

BSc FD Mangalore University

05/2005 - 05/2008

LANGUAGES

English

Full Professional Proficiency

Malayalam

Full Professional Proficiency

Hindi

Full Professional Proficiency

Tamil

Professional Working Proficiency

INTERESTS

Football

Movies

Driving

Cricket