



BHIM GAUTAM

CONTACT

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KEY STRENGTHS.

- **Strategic Planning:** Establish corporate goals, short term and long-term budgets and developing business plans for the achievement of these goals. Actively involved in business planning and analysis for assessment of revenue potential in business opportunities.
- **Teamwork and collaboration:** Demonstrate a commitment to the mission and motivation to combine the team's energy and expertise to achieve a common objective. Understand the dynamics of effective teamwork in order to attain higher levels of performance.
- **Accountability and responsibility:** Demonstrate a willingness to accept responsibility and accountability for one's actions. Exhibit a moral, legal or mental accountability in areas of responsibility.
- **Integrity:** Demonstrate trustworthiness and professionalism with clients, peers and team members. Respond with consistency in situations that require honesty and candour.
- **People Management:** Align the team to the vision and strategy of the organization. Understanding employees' short term and long-term goals, mapping them with

PROFESSIONAL SUMMARY

In charge - Sales and Services | Financial Services.

An astute, diligent, and result-driven professional with progressive management experience of more than 10 years in UAE market in Foreign Exchange Operations, Financial Analysis and Risk Management with a proven track record of productivity, quality, and integrity. Looking forward to a position of responsibility in an organization of repute which stimulates and enhances my professional Skills and personal strengths in conjunction with the organization's goals and objectives in the field of Financial Services.

CAREER SUMMARY.

Having rich managerial experience as a branch in charge in a reputed foreign exchange branch in the UAE. Possessing strong leadership and dynamism necessary to provide quality service of the highest order and the efficiency to drive products' competitive advantage. Possess comprehensive knowledge of the money exchange industry, its products and services, and its procedures with the ability to aim high, think smart and act fast.

WORK HISTORY

Branch In charge 10/2012 - Current **AL-ROSTAMANI International Exchange, Al Khaleej Centre Bur Dubai**

- Responsible for developing and implementing strategies for the business to ensure achievement of overall business objectives
- Ensure smooth functioning of the branch with a view to achieve multi-dimensional (WPS accounts, forex and foreign remittance transactions) growth targets within a reasonable time frame and budget
- To meet the sales and revenue targets by cross selling to existing customers, sourcing new retail & corporate customers
- To effectively delegate targets to sales officers to meet the new corporate account opening targets
- To manage efficiently a team of Counter Service Specialists(tellers, customer service officers) and effectively handle the branch cash counters in a risk free and customer friendly manner
- To meet the financial and non-financial (audit & quality) targets of the branch
- Effectively managing a big branch of 15 staff members which remains operational for 16 hours

Branch In Charge 05/2009 - 09/2012 **Landmark Group of Company. - Dubau, UAE**

- Branch Operation In charge, Transformed two non-Performing branches into one of the top 10 branches in 6 months span.
- Provide and ensure excellent value to the high net worth existing and prospective customers.
- Resolution of credit discrepancies, credit approval revisions, mark-up recoveries and collection activities to be done within specified

organizational goals and create and communicate larger overlaps.

- Supporting and training staff: Understand the importance of facilitating ongoing professional development opportunities for staff. Assess training needs and identify means to fill skill gaps. Provide opportunities for staff to demonstrate leadership skills.

ADDITIONAL INFORMATION

ACHIEVEMENTS.

- Special Thanks and Recognition Award (STAR) December 2014.
- Best Performer Award for Smart Pay Campaign, December 2014 December 2012.
- Service Excellence Award, April 2007.

LANGUAGES

English

Fluent

Hindi

Fluent

References shall be furnished upon request.

timelines.

- To supervise day to day business of the branch and ensure the smooth continuity of the operations.
- Have an excellent sense of marketing and relationship management.

Crew Leader

01/2008 - 02/2009

Nandos Restaurant - Kuala Lumpur, Malaysia

- Ensure secrecy and safe handling of stock of security stationary cheque books, ATM cards, customer feed backs, complaints and address the issues.
- Identify customer needs and propose solutions or means for these needs and submit suggestions to senior management for any improvements required in operations.
- To supervise all day-to-day operation and checking of day end reports.

Radio Announcer RJ Officer

01/2005 - 10/2007

Bageshowori FM 94.6 MHZ in Nepal - Nepalgunj , Nepal

- Developed programmed features by conducting in-depth research.
- Maintained professional journalism standards and ethics in reporting.
- Hosted all type of programme for two years.
- Compiled and presented new recent stories.

EDUCATION

BA (Bachelor of Arts)

Mahindra Multiple College - Nepal

One month course on Effective Branch Management conducted by GHRD

CORE COMPETENCIES.

- Foreign Exchange Operations.
- Financial Planning and Analysis.
- Business Development.
- Accounting.
- Market Analysis.
- Risk Management.
- Business Strategy.
- Sales and Services.
- Strategic Planning.
- Operations Management.
- Auditing.
- Customer Service.
- Performance Management.
- People Management.
- Training and Development.
- Reporting Activities.

PERSONALITY TRAITS.

- Charismatic.
- Leadership.
- Conscientiousness.
- Persuasive & articulate Eloquent.

INTERESTS

Travelling and exploring new places.