



Personal Details:

DOB : 21 May 1976
Gender : Male
Marital Status: married
Passport No : P0351775
UAE D L No : 320182
Visa : Employment

Telephone

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Email

nizam2panq@gmail.com

Languages known

English, Arabic, Hindi,
Urdu, Malayalam, Tamil.

Professional Summary

To work in a challenging environment that best utilizes the knowledge and skills acquired by me in the field of Accounting, Finance, and associated areas and which gives me an opportunity to contribute towards the organizational goals and to enhance my skills.

Skills & Core Competencies

- Strong inter- personal and communication skills
- Ability to easily understand new concepts with minimum refractory time
- High adaptability
- Perseverance and Integrity to Work
- Business development & Team Management
- Branch operations & Customer Service

Current Experience

**Uae Exchange centre LLC,Abudhabi
Since 2007 Onwards**

Areas of Expertise: Branch in charge

- Spearheaded functioning of one of the profits center of the company, ensuring quality customer service, and cumulative growth in revenue and profit for the center vis-a-vis corporate annual and quarterly targets of a qualitative and quantitative nature
- Managed cheque transactions, processing, monitoring Cheque Clearing and releasing transactions on a daily basis
- Ensure that all the transactions that come for approval are genuine and all the requisite details have been furnished.
- Ensure internal systems and controls that the institution puts in place which helps to monitor branch daily activities and detect any flaws for providing solution
- Responsible for smooth operation of the branch to secure efficiency and compliance to company policies.
- Conduct staff training on new products, processes and standard operational procedures amendments as well to facilitate periodic branch meetings
- Ensure Objectivity all UAE Central Bank regulations and AML policies & procedures are strictly implemented in the daily operations of the branch and ensure confidentiality on all transactions.
- Ensure that all customers are attended well at the counters, queues are managed on rush hours and all telephone calls were answered.
- Ensure cash transfers & cashiers closing procedures are observed at all times, cash tally sheets are accurate, cash ending balance tallies with the system & actual cash count tallies both and sending day end report to Head office.
- Conducting Corporate visits for on boarding new corporate customer with proper KYC guidelines, CDD and EDD.
- Implementing new business initiatives to boost up the business requirements
- Maintained relationships with clients by providing support, information, and guidance; researched and recommended new opportunities; recommended profit and service improvements
- Build sustainable relationships and trust with customers through open and interactive communication.

- Ensuring appropriate and confidential handling / sharing of sensitive information
- Preparing staff roster and ensure adequate staff for branch operations.
- Handle customer complaints and provide appropriate solutions and alternatives with in time limits by answering emails and Telephone calls.
- Periodic monitoring of branch performance and ensure optimum results are obtained in all aspects.
- Ensure latest campaign/promotions/offers released by company has given due mileage among team to achieve and be role model among branches.
- Demonstrated true passion for customer service by proactively seeking ways to delight clients
- Managed cash funding/pooling from all the other branches and depositing it to the banks.

Academic details

- Diploma in Draftsman Civil (SCVT)
- Pre-degree (Calicut University)
- SSLC (GHS Pang Malappuram)

Trainings Attended

- Cashier Training
- Cash Security and Customer Service
- Anti-Money Laundering & Compact Terrorist Financing
- SSP (Supervisor Selection Program)

Achievements

- ***Passed Supervisor selection Program conducted by Uae Exchange Centre-2011***
- ***Super Achiever Award for Best Supervisor – 2017***
- ***Winner of RACE Competition for FC Sale***
- ***Best Customer Service Award (Customer Service Week)– 2012***

Declaration

All the details given are true and contain proofs for those details. All testimonials will be presented at the time of personal interview. It would be a pleasure for me to work with this organization at mentioned post for me according to my qualifications, qualities and skills and be a part of this organization hope to receive a positive reply from you.