

SANOJ VALLIKKAT

CAREER SUMMARY

Experienced professional with a decade of expertise in remittance operations, Foreign Exchange business, Cash Management. Possess strong supervisory skills and a proven track record in driving efficiency, profitability, and delivering value. Seeking a challenging leadership role to leverage extensive experience and make a meaningful impact.



Contact

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Madinat Zayed
Abu Dhabi
UAE

Education

- B. Com | 2011
(Travel and Tourism)
M G University
Kerala, India
- Accounting Software Package
Tally ERP 9

Personal Info

Nationality : Indian
Date of Birth : 06/09/1990
Marital Status : Married

Languages

English

Malayalam

Hindi

Tamil

PROFESSIONAL EXPERIENCE

**AL JAZIRA EXCHANGE, UAE - BRANCH MANAGER -
MARCH 2021- JULY 2023**

JOB SUMMARY

Results-oriented Branch Head with a strong track record of developing and executing successful business strategies to meet financial targets. Skilled in overseeing daily operations, implementing internal controls, and ensuring AML compliance. Excels in staying updated on forex market trends, driving team performance, managing budgets, and prioritizing exceptional customer service.

KEY RESPONSIBILITIES

- Developed and executed branch-level business strategies to meet financial targets.
- Assumed overall responsibility for overseeing daily branch operations, implementing and upholding strict internal controls, policies, and procedures for successful business operations and AML compliance.
- Stayed updated on forex market trends, managed foreign currency stock and rates, and seized business opportunities.
- Built and motivated teams, including BIC, Supervisors, and staff, encouraging feedback to enhance productivity and performance.
- Controlled budgets and managed Profit and Loss (P&L) to achieve financial goals.
- Prioritized customer service, ensuring timely resolution of complaints and gathering feedback.
- Provided comprehensive on-the-job training, identifying skill requirements, and coordinating staff training initiatives with HR-Learning & Development.
- Developed staff rosters based on business potential hours, optimizing scheduling for efficient operations.
- Ensured the delivery of high-quality services to all branch customers, upholding a commitment to excellence.
- Managed fixed assets and equipment, ensuring proper maintenance and upkeep of the branch.
- Generated comprehensive MIS reports, monitoring branch performance and following up on staff targets.
- Conducted regular branch meetings, providing monthly minutes of meetings (MOM) to the General Manager.

Passport Details

Passport Number : U9873424
Date of Expiry : 27/04/2031
Visa Status : Residence

SKILLS

- Leadership
- Communication and collaboration
- Analytical and problem solving
- Resilience and Adaptability
- Teamwork

REFERENCES

- Available on request

GROWTH PATH - Al Jazira Exchange, UAE

BRANCH MANAGER | Mar 2021 – Jul 2023
SERVICE SUPERVISOR | Sep 2020 – Feb 2021
SERVICE OFFICE \ TELLER | Jun 2019 – Aug 2020

FOREX EXECUTIVE Feb 2013 – May 2019
Akbar Forex Mumbai Airport, India

- Conducted foreign money exchange transactions, ensuring compliance with currency exchange policies and maintaining accuracy.
- Managed daily cash transactions and maintained meticulous records to ensure financial integrity.
- Facilitated travel cheque and international money transfer processes, ensuring timely and secure transactions.
- Prepared diverse remittance applications, including Western Union, Instant Cash, and miscellaneous products.
- Provided exceptional customer service by promptly addressing complaints, queries, and requests, ensuring customer satisfaction and loyalty.

ACCOUNTANT CUM CASHIER Apr 2012 – Feb 2013
Akbar Travels of India Pvt Ltd, Mumbai, India

- Managed foreign currency exchange transactions.
- Ensuring compliance with regulations and maintaining accuracy.
- Proficiently handled cash, cheques, and billing
- Provides excellent customer service.
- Oversaw overall accounting and financial matters.
- Maintains accurate records.
- Manages relationships with customers and suppliers.

Declaration

I hereby declare that the above particulars of facts and information stated are true, correct and complete to the best of my belief and knowledge.

SANOJ VALLIKKAT