

Arafath Abdul Rahiman

Branch Manager

Manage and lead the office effectively by maintaining high quality client services and supervise all areas of operations, manage staff, foster a positive environment and ensure customer satisfaction. Committed to align with standard policy and procedures of the company, preparing payroll, controlling correspondence, designing filing systems, reviewing and approving supply requisitions, and assigning and monitoring clerical functions.



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WORK EXPERIENCE

Branch Manager Sharaf Exchange LLC

05/2018 - Present

Achievements/Tasks

- Manage the office operations by ensuring business development and enhance customer service.
- Ensure that branch targets are cascaded as achievable tasks among the staff members and ensures all targets are met in advance.
- 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.
- Setting up with new clients, HNI customers to execute corporate, individual deals in timely and valued manner. Ensure high level client service.
- Ensure the company policy and guiding the employees to deliver the well trained customer service following compliance policy with respect to the Central Bank's AML guidelines.
- Enable team performance through periodic conversations and engagement activities. Increase customer base through appropriate marketing/sales initiatives as per organisation mandate.

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 office 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 management

Customer satisfaction

Goal oriented

EDUCATION

MBA - INTERNATIONAL BUSINESS

HONOR AWARDS

Best Service officer, Compliance and accounts officer

UAE Exchange LLC

LANGUAGES

English

Full Professional Proficiency

Hindi

Full Professional Proficiency

Malayalam

Full Professional Proficiency

Tamil

Professional Working Proficiency

Arabic

Limited Working Proficiency

PERSONALITY

Communicative

Punctuality

Self esteemed

Organized

Loyalty

Humble

INTERESTS

Football

Movies

Driving

Cricket