



NIRMAL DAS KUNIYIL



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nirmal.das2000@gmail.com

ABOUT ME



Customer Service Supervisor

Graduate with 8 Years of experience in Financial Sector. Expertise in Branch Operations, Supervision, Global Remittance, Currency Dealing, Complaints Handling, Marketing, KYC-AML/CFT, WPS and Payroll process.

EDUCATIO

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- **High School - 2005**

Saraswati Vidya niketan senior secondary school CBSE
Ernakulam, Kerala

- **High School, 12th - 2007**

Saraswati Vidya niketan senior secondary CBSE
Ernakulam, Kerala

- **Bachelor of Commerce, B. Com - 2010**

Mahatma Gandhi University
MGU
Ernakulam, Kerala

WORK EXPERIENC

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October 2013 - July 2019

CUSTOMER SERVICE SUPERVISOR

AHALIA MONEY EXCHANGE BUREAU
DUBAI, ABUDHABI, AJMAN
United Arab Emirates

- Supervises the staff's in performing their duties and responsibilities to deliver smooth operational functions of the branch.
- Coordinates the branch operation activities, ensure that standards are complied and escalates to Branch Manager for irregularities.
- Achieves branch monthly target as prescribed by the Management.
- Updates documentation accurately and maintain records for reference.
- Ensures on the compliance of various guidelines issued by Central Bank and other regulatory authorities
- Guides the staff to follow the Anti Money Laundering procedures and ensure they perform accordingly.

 April 2021 - Current

Branch Operations Supervisor

FEDERAL EXCHANGE

Dubai, Sharjah, Abu Dhabi, UAE

- Perform product & services promotional & sales activities in the branch
 - To manage day-to-day branch operations to ensure efficiency & compliance with operational & security policies.
 - Identifying the needs of customers and extend the service accordingly.
 - Provides training to the new staff and assist them to perform the duties as per the operational requirements.
 - Reconciliation and Cash Management.
 - Validates the transactions that require approval in adherence to the company policy and procedure.
 - Manage Branch level AML – CFT compliance activities as a branch MLRO.
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TRAINING AND

CERTIFICATION S



- AMLCFT & Due Diligence Training , FOREIGN EXCHANGE REMITTANCE GROUP-2015
 - AML-CFT Training(FINANCIAL SANCTIONS, RED FLAG, TBML) , FEDERAL EXCHANGE
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LANGUAGE

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Languages

- English
 - Malayalam
 - Hindi
 - Tamil
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PERSONAL



Father's Name: • Mr. HARIDAS KUNIYIL

Birthday: • 17/09/1988

Gender: • Male

Marital Status: • Married

Nationality: • Indian

Passport No. • U6762773, Expiry
16/09/2030

Declaration Statement

I, Nirmal Das Kuniyil, hereby declare that the information contained herein is true and correct to the best of my knowledge and belief.

Nirmal Das Kuniyil