

#### CONTACT

O Dubai, UAE

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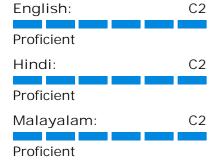
vrs.6thy@gmail.com

## CORE QUALIFICATIONS

- Fast learner
- Continuous improvement
- Quality assurance standards
- Project and task delegation
- Team development
- Store management
- Strategic execution

### **LANGUAGES**

English, Hindi, Urdu, Malayalam, Tamil: First Language



### **TALENTS**

- · Communication skills
- · Leadership skills
- · Learning/adaptability skills
- Computer skills
- · Organizational skills

# Vishnu Ravishanker

Productive Shift Manager bringing Ten years of experience in Finance industry. Driven to keep costs under control, employees working hard and customers satisfied. Highly professional and results-focused professional with excellent problem solving and decision-making skills. Keen to develop and advance professionally to take on more challenging position.

### **EXPERIENCE**

01/2022 - Current

Shift Manager

Al Ansari Exchange - Dubai, UAE

- I'm fully responsible to create persuasive arguments to sell products and services by maintaining positive relationships with customers and regularly reach out to potential customers.
- Monitor daily ongoing market currency rate and decide the buying &selling rate for each currency to attract new customers/retain existing customers ensuring maximum profitability for the company safeguarding customer service intact Deducing a customer's needs, answering their questions, and matching them to financial services they may find helpful in order to avoid maximum customer complaints
- Coached and trained more than 50 of new bank tellers till this time.
- Set and maintain sales target goals and Communicate with team members regularly.
- Used coaching and mentoring talents to develop junior staff members, increasing competent, confident team performance.
- Successfully managed up to 20 employees per shift by monitoring workload, assessing performance and assigning duties.
- Increased team productivity through ongoing motivation and led by example in completing all tasks with energy and enthusiasm, aiding a positive team mentality.
- Upheld company standards and compliance requirements for operations and cleanliness of all areas.

### Foreign Exchange Teller

Al Ansari Exchange - Sharjah, UAE

- Buying and selling foreign currencies from walk in customers on a regular basis and from other Exchange House or Financial Institutions whenever the situation demands
- Expert in identifying counterfeit bank notes especially UAE dirhams, US dollars, Euros, British Pounds, Indian Rupees, GCC currencies etc
- Kept money safely secured locked drawers, in line with company requirements and policies.
- Established lasting customer relationships to promote repeat business and customer loyalty.
- Observed surroundings to remain alert and avoid loss and theft, practising safety procedures.
- Answered more than 20 incoming calls per day, accurately taking currency order requests, customer details and card information.

  Accepted and processed large sums of cash and cheques in

04/2014 - 12/2022

different currencies to smoothly process transactions.

- Independently solved customer issues and complaints politely and professionally with favourable solutions.
- Conducted daily audits of transactions to enable cash drawer resolutions during end of shift.
- Managed and monitor rates to sell, buy and order foreign currency.

### Asset Management Assistant

Saji Grinding Works - Alappuzha, India

Major responsibilities included preparation of production records,
 Purchase recordings, Sales recordings and Payroll preparations were the main functional areas

Maintained clean and well-organized production areas to avoid violations or unnecessary work delays due to hazards or inefficient layouts

Monitored workshop work flow for 30 employees Utilized standard operating procedures, effective crew resource management, communication and procedures specified in company operation manual

Set overall vision and provided team leadership.

### **EDUCATION**

2020

Anti money laundry course Financial Management Al Ansari Exchange - Dubai, UAE

2016 November

Master of Business Administration Marketing and Finance National Institute Of Business Management - Dubai , UAE Top 80% of Class

2015

Bachelor of Business Administration Business organizations University Institute Of Technology - Alappuzha, India

2012

Diploma Indian and Foreign accounting, International Association of Book Keepers - Kerala, India Has passed the accounting programmes like Tally, Peachtree and Quick books provided by G-Tec computer education with grade B

which has been bench marked and accredited by the IAB

6/2008 - 03/2