

# MUNEER PUKKELA VALAPPIL

Highly motivated and dedicated individual with a strong work ethic and a passion for achieving success. A quick learner who is committed to continuous personal and professional growth. Result – oriented professional, Well-versed Branch Manager confident in Money Exchange settings. Knowledgeable about managing a team and financial transactions, preventing fraud and complying with various security acts and regulations.



I am looking forward for a creative and challenging position to utilize my analytical and leadership skill. I have a passion for creative and organized implementation of work processes

 muneer.pukkela@gmail.com

 Dubai, UAE

 +971 566 999 685

## WORK HISTORY

January 2018 to Current

### Branch Manager

**Al Fardan Exchange LLC**, Dubai, UAE

- Role of Branch manager & lead branch staff(s)
- Responsible for handling & safe guarding branch's complete cash available in the safe vault. Keeping track of cash in & out in the main safe vault available in the branch. Ensure that Cash is reconciled & tallied at all times.
- Disburse excess cash and maintain appropriate cash inventory (FCY & LCY) as per business requirements.
- Receive/issue cash involve transactions like remittance, foreign currency exchange, WPS, Demand draft, TT, And value added services transaction payments etc.
- Executive remittance, FCY transactions as well as other value added product & services transactions.
- Provide cash against transaction / vouchers. Collect cash against receipt vouchers & Complete on-account Transactions vouchers. Cross selling of AFEX products & services.
- To generate end of the day report as well as daily & weekly sales record.
- To provide information about existing or new or additional services to customers.
- Follow up for customer complaints with respective dept. & make sure that reply is sent to the customer.
- Responsible for developing & increasing corridor business.

## SKILLS

- Cross-selling expertise
- Financial transactions
- Cash drawer balancing
- Customer relationship development
- Cash counting
- Upselling skills
- Deposits and withdrawals
- Currency packaging
- Currency exchange
- Account updating
- Deposit and withdrawal management
- Customer confidentiality
- Regulatory compliance
- Customer service support
- Fraud detection and prevention
- Business Development
- Tolerant to stressed situations

July 2014 to April 2016

**Marketing Executive**

**Euro Tech Private LTD** , Kerala, India

- Providing exceptional customer service and building rapport with clients
- Communicates with Various Departments of the company on a regular basis for the smooth conduct of the Business.
- Deal with customer enquiries face to face, over the phone or via email

**ADDITIONAL INFORMATION**

DOB: 22- December-1996

Marital Status: Married

Nationality: Indian

Passport No: X7254716

Driving License: 2509781 , Abu Dhabi

Languages : English, Arabic, Hindi, Malayalam & Tamil

**IT SKILLS**

MS Office and Internet Applications

Adobe & EDIUS

Diploma in Digital Imaging

DTP (English, Arabic & Malayalam)

Hardware and Software

References can be provided on request.

**EDUCATION**

April 2017

**Bachelor of Commerce**

**Co- Operation**

**University of Calicut**, Kerala,  
India

April 2014

**Higher Secondary**

Board of higher secondary  
examination, Govt. Of Kerala,  
India

April 2012

**SSLC**

Board of public examination,  
Govt. Of Kerala, India