



VISHAL MOTWANI

Strategic leader with over **10 years** of experience; targeting assignments in **Sales and Marketing , Customer Service, Branch Management** with an organization of repute preferably across UAE

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Profile Summary

- Accomplished Professional having integrity with experience in **Customer Service Management, Revenue Growth, Business Needs Assessment, Sales & Client Satisfaction, presently associated with Al Rostamani Intl Exchange as Assistant Branch Manager and Branch Supervisor**
- **Growth Facilitator** with impressive success in developing business, driving sales and amplifying business margin through **long-term planning**
- **Sensitive to the dynamics of multi-cultural environment** with exposure of managing regions of UAE
- Impressive success in managing annual turnover of **INR 42,000,000**
- Skilled in formulating strategies to achieve market expansion & growth, by aligning to market requirements; **understanding market potential and opportunities**
- Efficient in **improving customer engagement with the product** through focused global market research and using the resultant analysis to devise the future product roadmap
- Proven success in ideation, formation, execution & monitoring of all the marketing initiatives/ campaigns/ programs for product placement, brand salience and business development
- Impeccable record of building high performance teams, implementing continuous improvement programs and partnering with multiple global stakeholders; set-up and rolled-out successful quality management in service environment, overachieved expectations and exceeded all set goals by enduring excellent customer relationships.
- **Key People Leader**, who has successfully led and motivated large teams in a cross-cultural environment towards growth & success in the organization; created a clear & compelling view of future through coaching and execution

Competencies

Strategic Planning & Leadership	Operational Planning & Leadership	Market Research/ Branding & Promotions	Team Building, Training & Leadership
P&L Management	Process Efficiency Enhancement	Customer Relationship Management (CRM)	Budgeting, Cost Control and Process Enhancement

Work Experience

May'16 –Present

Worked as Senior Customer Service, Business Development Officer and Branch Incharge Al Rostamani International Exchange

Al Rostamani Intl Exchange, Dubai, UAE.

Growth Path: Advanced in career through accelerated promotions from Promoter and Merchandiser for LG and Samsung to Branch Supervisor and Business Development Officer



Scope of Works: Business Development, Branch Management, Customer Service, Marketing, Team Management, Social Media Marketing, Complaints Handling and Resolutions, Revenue Generation and Target Achievement, Branding and Promotions

Key Result Areas :

As Branch Supervisor(May 2019- Present)

- Managing the Branch and generating Maximum revenue for the company while Attracting new clients and maintaining healthy relationships with existing clients to attain Branch Targets
- Achieving targets for the Assigned corridors India, Pakistan and Bangladesh and Attracting new clients through promotion campaign, marketing activities and cold calling on frequent basis
- Resolving client issues and grievances related to money transfer like refund, reissues, nonpayment and amendment and assisting them for the same
- Engaging in Cross Selling and Upselling of Company Products, generating new WPS, Account Opening and Remittance Leads and Closing high value deals while Maintaining Maximum revenue for the Company
- Administering branch including operations and supporting branch in all matters related to operations, compliance, sales, Marketing and so on
- Ensuring that the branch personnel complies with federal and state laws
- Developing action plans to enhance operational controls and optimize customer service
- Sustaining maximum profit margin and good customer service to retain existing customers and generate new leads
- Shouldering with the accountability of Branch in manager absence and taking care of incoming queries, issues complaints and team members
- Encouraging Team towards better productivity & inculcating a spirit that fosters business excellence

As Business Development and Sales Officer (May 2017-May 2019)

- Attained the sales targets set by company related to generating new clients, WPS and Account opening and maintaining Daly report for the same
- Verified whether WPS account opening and NRE account are opened without any deviations and it's done smoothly for the customer
- Maintained maximum margin out of WPS and NRE clients and to make maximum revenue for same
- Ensured high levels of customer satisfaction through excellent sales service
- Managed and trained resources to ensure quality and consistency of service to customers
- Succeeded client relationships to build a reputation for excellent service and generate repeat business
- Worked to meet branch performance standards, including operating loss control, bank secrecy, and compliance with policies and procedures. Entrusted with explaining benefits and features of the company's exchange products to customers, partner banks, and agents, and brought them on-board to avail these products

As Senior Cashier and Senior Customer Service Representative (May 2016-April 2017)

- Produced maximum revenue for the company in Telex transfer, forex, and WPS Cross-selling and Unselling of Company Products and services to generate revenue.
- Opened accounts by verifying customers' information through checking their identifications and other required documents
- Maintaining high level of Customer Relationship and Customer Service Standard while generating new leads and Revenues for the company
- Ensured strict compliance set by the company and Central Bank of UAE Against Money Laundering, fraud activities and Terrorist financing, screening clients profile and establishing purpose, Relationship and source of funds while doing routine Transactions
- Followed all policies and guidelines carefully, including internal security measures, legal aspects, and regulations of the UAE monetary agency to ensure the safety and security of customers and the company's assets
- Implemented financial transactions following the company policies and procedures while maintaining an acceptable record in daily drawer balancing

Previous Experience

Nov'13 – Apr'16, Branch Supervisor at LM Exchange



Leela Megh Exchange LLC, Dubai, UAE.

- *Worked as Senior Customer Service Representatives and then Branch Supervisor at LM Exchange Managed day to day Business and Revenue of Sharjah Industrial Area Branch*

Aug'12 – Oct'13, Promoter for Samsung and LG

Carrefour (Shindaga), Dubai, UAE

Achievements and Certifications

- Success in Brand Strategy Management of Brand Reputation
- Certification in Humble Leadership, Managing Customer Relationships and Being a Manager people won't leave
- Contributed in Personal Branding for audience and content development
- Exceeded targets and revenues of Al Rostamani Branch Dubai Marina from Period of 2019 till present
- Certification of Completion in Fraud Prevention, Financial Crime and AML Trainings against Anti Money Laundering and Terrorist Financing issued by Leela Megh Exchange and Al Rostamani International Exchange

Education

- Currently Pursuing **OTHM Level 7 Diploma Equivalent to Masters Degree from Learners University College Dubai UAE**
- **Diploma and Certification in Bachelors of Business Administration** from LACC (London American City College Dubai)

IT Skills

- MS Office, MS Word , Outlook and Excel

Personal Details

Date of Birth	: 02/061994
Address	: Dubai UAE
Languages Known	: English, Hindi, Urdu and littile Tagalog Arabic and Russian
Nationality	: Indian
Marital Status	: Single
No. of Dependents	: None
Passport No.	: K7466128
Visa Status	: Employment Visa
Driving License	: Yes Issued by RTA Dubai

References

- Shahbaz Ahmed- Branch Manager at Al Rostamani International Exchange
- Jayan Joseph- Branch Manager at Al Ansari Exchange