



# MANGESH GAWDE

Relationship Manager

## About Me

Accomplished and energetic Relationship Manager in a reputed foreign Exchange company in the UAE with more than 20 years of work experience & played different roles in the same company. Possessing strong leadership and dynamism necessary to provide quality service of the highest order and the efficiency to drive products' competitive advantage. Possess comprehensive knowledge of the money exchange industry, its products and services, and its procedures with the ability to aim high, think smart and act fast.



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Dubai, UAE

## Skills

- Management Skills
- Creativity
- Negotiation
- Critical Thinking
- Complex problem solving, Branch Management and operation, Sales, and Marketing, Written and oral.
- Sales and marketing

## Experience

Wall Street Exchange Centre L.L  
RELATIONSHIP MANAGER - Dubai, UAE  
2023 - Present

**Department - Corporate Business and Priority Club**

- **New Acquisitions:**
  - Register and maintain relationships with new Corporate and HNI Customers.
  - Enhance revenue base by acquiring new customers.
- **Reactivations:**
  - Activate inactive Corporate Customers.
  - Increase revenue base by reactivating customers.
- **Corporate Relationship Management (CRM):**
  - Maintain effective relationships with existing Corporate Clients.
  - Increase revenue base through cross-selling and increased business share.
- **Periodical Reports:**
  - Submit reports to Line Manager on time.
  - Reports must follow prescribed formats.
- **Cross-selling:**
  - Offer additional products to existing and new clients.
  - Utilize cross-selling opportunities effectively.
- **Achieve Revenue Targets:**
  - Meet financial targets for assigned area/stores.
  - Utilize marketing and business development for target achievement.
- **Financial:**
  - Achieve all set targets using a solution-oriented approach.
  - Identify and escalate risks and financial issues through appropriate channels.
- **Process and Operations:**
  - Build and maintain lead database through marketing activities.
  - Participate in marketing events like trade shows and seminars to enhance brand image.
  - Support newly opened stores to create awareness and strengthen business.

## Skills

- Staff Management
- Business Development
- Excellent Communication
- Organization and Time Management
- Decision-Making
- Computer Proficiency Operating system
- Windows Packages: MS Office, MS Excel

## Language

- English
- Arabic
- Hindi
- Marathi

## Education

HSC - Commerce

## Personal Details

Date of Birth: 13.08.1976

Marital Status: Married

Nationality: Indian

Passport No: V8346103

### • **Customer Focus:**

- Acquire and retain customers by delivering service excellence.
- Address customer requirements/complaints promptly and professionally for resolution.
- Ensure daily interactions maintain high customer satisfaction levels.
- Educate customers on WSE's future developments, promotions, charges, and rates.
- Ensure services comply with Consumer Protection Regulation and company policies.
- Follow Code of Fair Treatment of Customers, prioritizing their best interests.
- Promote a corporate culture centered on customer protection.

### • **Compliance:**

- Ensure services comply with CBUAE and WSE policies and procedures.
- Report compliance and risk issues via whistleblowing procedure or risk.report@wallstreet.ae.
- Understand employee responsibility for working in a risk-free and compliant manner.
- Attend risk and compliance awareness programs as part of onboarding or annual refresher training.

**Wall street Exchange Centre L.L,  
CLUSTER MANAGER - Abu Dhabi  
2020 - 2022**

### **Department - Retail Operations**

- Supervise different processes / operations of the branches to ensure compliance with regulatory guidelines and efficient customer service.
- Ensure profitability of the branches and budgeted targets through Business Development, Cross Selling / up selling of products and Customer retentions
- Maximize sales across assigned branches and identify opportunities to grow branch business.
- Ensure all reconciliations and pending deals are monitored and cleared on time.
- Respond to any non-compliance issues raised by QC audit.
- Control the branch s key movement to ensure that they are opened and closed on time and in accordance with policy escalating any issues as they arise.
- Work collaboratively with Area Manager / Head of Retail and sales making sure they are fully informed about Retail Activities
- Monitor & maintain team member's attendance including annual leave planning for the branches.
- Conduct monthly branch level team meetings to update team members on latest requirements including policy changes.
- Direct and supervise team members for development through training and coaching.
- Monitor end to end operations performance and coordination of assigned branches.
- Monitor and controls selected Retail Branches and their requirements.

- Handle customer complaints and ensure quality customer service at the assigned branches.
- Train & develop branch team members to achieve excellent standards, results, and best practice.
- Deliver excellent services and ensures branch operations are compliant, safe, and secure.
- Manage the entire operations of the branch portfolio in compliance with policies and procedures.
- Meet due diligence requirements and ensure all team members understand their responsibilities in accordance with CB UAE and WSE policies & procedures.
- Analyzed sales data to manage cluster performance and make informed financial decisions.
- Provided weekly income and quarterly cluster reports to company headquarters.
- Monitored staff performance through weekly review assessments.
- Implemented trending initiatives to help drive sales across cluster.
- Maintained positive customer relations by addressing problems head-on and implementing successful corrective actions.
- Established team priorities, maintained schedules, and monitored performance.
- Improved staffing during busy periods by creating employee schedules and monitoring callouts.
- Evaluated employee performance and conveyed constructive feedback to improve skills.
- Defined clear targets and objectives and communicated to other team members.
- Cultivated positive rapport with fellow employees to boost company morale and promote employee retention.
- Set aggressive targets for employees to drive company success and strengthen motivation.
- **Achievements:**
- Promoted as Foreign Currency Cashier - Dealing in all kinds of banknotes and fixing the F.C deals with OTC customers. (23 November to 20 February 2009)
- Promoted as Foreign Currency Dealer - Dealing with all the major banks & exchange houses in Abu Dhabi for Whole Sell FC business. (21 February 2009 to 09 March 2014)
- Promoted as a Branch Manager to monitor foreign currency deals, remittances, Branch operations and monitoring the achievement of targets set for the team. (10 March 2014 to 04 August 2020)
- Promoted as a Cluster Manager - Managing three branches' operations for business growth. (05 August 2020 to till date)
- Best in class award winner in 2021 for Cross Selling of high volume of National Bonds. (History creator)
- Highest number of transactions did in a single day (1048) under my leadership in 2019 (History Creator)
- Highest revenue generated from one single deal in 2020 & 2021.

**Wall Street Constructions**

**CLERK - Mumbai**

**2001 - 2002**

- Petty cash handling Data entry Dealing with Banks

**Wall Street Capital Markets Ltd,**

**OFFICER - Mumbai**

**2001 - 2002**

- Wall Street Capital Markets Ltd, Mumbai
- Share trading Receiving order from clients and forwarding it to the main brokers in
- Bombay Stock Exchange and National Stock Exchange
- Verifying Shares and Shares application received from customers

**Growell Finance Management Consultant PVT LTD**

**MANAGEMENT CONSULTANT - Mumbai**

**1994 - 2000**

**Life Insurance Corporation of India, LIC premium**

**L.I.C Agent – P. D. Sangoi**

**1994 - 1994**