



BINOD GHOSH

Having high managerial experience as Assistant branch incharge in a reputed foreign exchange branch in the UAE. Possessing strong leadership 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.

CONTACT

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SKILLS

- Strong customer service skills
- Sales and service objective attainment
- Team management
- Excellent record-keeping and documentation skills
- Strategic relationship management
- Negotiating skills
- Cash handling and register management.
- Pricing knowledge and ability to answer customer questions.
- Marketing
- Knowledge of MS OFFICE.
- Strong Communication skills
- Problem-Solving skills
- Critical analysis
- Leadership quality

EXPERIENCE

Assistant branch incharge (9/06/2018 -02/05/2024)

Emirates India International Exchange - Dubai, UAE

- Ensuring smoothing functioning of branch operations like cash purchase, sales, holdings, and error free completion of product cycles.
- Business Development of Remittance, Corporate, FCN, WPS and Allied Service business.
- Ensure all the transaction are processed in compliance with AML/CFT policies and procedures.
- Identify and action activities to develop new revenue streams for the branch.
- Generate leads and handover it to the Business Development team.
- Resolve client/ customer complaints if any.
- Monitoring for internal controls, security, fraud prevention and risk assessment.
- Mentor and groom new team members and ensure smooth transitioning of the product knowledge.
- Always ensure compliance with Central Bank of UAE regulations and local authority regulations
- Report fraud, theft, potential risks that may put the company in financial or reputational risk.
- On time monitoring of branch accounting and cheque clearance to release the transactions on time besides submitting the monthly reports without delay.
- Handling WPS registration procedures and assisting clients on processing their salary using WPS system.
- Timely monitoring marketing activities to corporate targets and corporate segments.
- Preparing reports on BMR and target achievement of employees and sending the same to management.

CUSTOM SECTION

UAE License Holder

PERSONAL INFORMATION

- Date of birth: 11/16/84
- Nationality: Indian

LANGUAGES

English: First Language

Hindi: C2
 Proficient

Nepali: C2
 Proficient

Bengali: C2
 Proficient

Admin Team Leader (04/2013 – 04/2015)

Sun and Sand Sports LLC - ABU DHABI, UAE

- Focused on delivering exceptional customer service
- Provided support to the section team and motivated them to achieve section targets
- Conducted stock taking to verify loss and prevent it
- Maintained all documentation and prepared reports for audit purposes
- Handled the cash register, including all cash, credit sales, refunds, and exchanges
- Itemized and totaled purchases by recording prices and entered price changes by referring to price sheets and special sale bulletins
- Collected payments by accepting cash, check, or charge payments from customers, making change for cash customers

EDUCATION

MBA in Marketing
Sikkim Manipal University - INDIA

BSC In Information Technology
Sikkim Manipal University - INDIA

Bachelor's in Arts
North Bengal University - INDIA