



FAIJIN FERNANDEZ

CONTACT

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Date of birth: 06/05/1987

Nationality: Indian

Permit: Holding Valid UAE Driving License

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EDUCATION

April 2020

Bachelor of Business

Administration: Business

Administration in Finance and Marketing

NEFTU, Arunachal Pradesh, India

- Graduate with Bachelor of Business Administration

LANGUAGES

English	C1
Advanced	
Hindi	C1
Advanced	
Tamil	C2
Proficient	
Malayalam	C1
Advanced	

PROFESSIONAL SUMMARY

6 Time Best Employee Award Winner, 2 Time APL Star Award Winner (For Best Branch Manager) Result Oriented, Ambitious and competitive business leader focused on transformative leadership and continuous improvement to drive growth and maximise profits and Income. Tenacious executive ready to take on challenging role, meet goals and surpass expectations.

SKILLS

- Strategic business plans
- Revenue generation
- Strong team-builder
- Banking industry rules and regulations
- Financial leadership
- Multi-tasking ability
- Business development expertise
- Employee management
- Excellent time management skills
- Reporting and documentation
- Sales professional
- Financial administration
- Customer service awareness
- Energetic
- Goal-oriented
- Regulatory compliance
- Complex problem solving
- Organised and efficient
- Cash handling expertise
- Key Performance Indicator monitoring

WORK HISTORY

June 2020 - Current

Branch manager, Al Fardan Exchange LLC, Dubai, UAE

- Addressed staff development concerns and implemented training to bridge learning gaps.
- Resolved customer complaints quickly and professionally to maintain satisfaction.
- Oversaw all aspects of branch management, including sales, revenue and policy enforcement.
- Identified new business leads and achieved high conversion rates to exceed growth targets.
- Facilitated smooth running of branch operations by verifying consistent compliance with standard operating procedures.
- Performed monthly and quarterly employee performance appraisals.
- Conducted regular branch staff meetings to communicate goals and objectives.
- Developed key operational initiatives to drive and maintain substantial business growth.
- Built and nurtured customer relationships to retain business and loyalty.
- Directed day-to-day work of 10 employees and motivated teams to exceed objectives.
- Set team performance goals and monitored progress to encourage attainment.
- Maintained organisational compliance with applicable legislation and regulations.
- Completed duties to deliver on targets with accuracy and efficiency.
- Developed plans and strategies to promote continuous improvement.

July 2013 - May 2020

Branch supervisor, Al Fardan Exchange, Dubai, UAE

- Identified and resolved operational issues impacting productivity, performance or profitability.
- Maintained detailed records of branch office activities.
- Resolved customer complaints quickly and professionally to maintain satisfaction.
- Reviewed reports from subordinate management to identify areas of opportunity.
- Improved operations by implementing training and development sessions into employee schedules.
- Performed monthly and quarterly employee performance appraisals.
- Evaluated staff and customer feedback to improve branch operations.
- Created and led successful business culture focused on performance.
- Monitored industry trends to remain ahead of competitor activity.
- Developed key operational initiatives to drive and maintain substantial business growth.
- Conducted regular branch staff meetings to communicate goals and objectives.

May 2008 - February 2013

Customer service supervisor, Emirates Postal Services, Dubai, UAE

- Managed high-volume customer queries simultaneously through effective multitasking.
- Set office policies and procedures to keep team members coordinated.
- Adhered strictly to policies and procedures for continued company compliance.
- Maintained high standards of accuracy and quality in data entry and recordkeeping.
- Took ownership of escalated customer issues and followed through to resolution.
- Investigated customer issues to find acceptable conclusion and prevent recurrence.
- Instructed employees in company policies and procedures, maximising compliance and consistency.
- Improved customer service experiences to facilitate organic growth and loyalty.

ADDITIONAL INFORMATION

) Strong Knowledge in Branch Operations.Highly Skilled in managing Key Corporate and HNI Customers.Strong Leadership Qualities in Staff Management, for leading them to deliver better performances.Regularly Monitoring and implement best Practises and Planning to improve the Branch Business Performances ,over All Business Growth and Income.