



# Swapnil Sagar Jangid

RELATIONSHIP MANAGER  
(CORPORATE SALES AND HIGH NET  
INCOME CUSTOMERS)

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## Education

### Bachelor's in Commerce

2010-2013

Periyar

Salem, India

### Higher Secondary Certificate

2003-2005

Sidhath College

Mumbai, India

### Secondary School Certificate

2003

St. Xavier's High School

Mumbai, India

## About me

Driven team player with expertise in emergency dispatching and a knack for comforting and advising others. Known for delivering exceptional customer service, meeting sales goals, and working efficiently under tight deadlines. Committed to increasing customer loyalty and achieving company objectives.

## Experience

### Relationship Manager

Feb 2024 - Present

Wallstreet Exchange LLC  
Dubai

Manage and expand relationships with corporate and high-net-worth clients, offering tailored financial solutions. Drive sales growth, optimize transaction processes, and enhance client satisfaction while ensuring compliance.

Core Competencies:

- Customer Relationship Management
- Business Development
- Financial Analysis
- Compliance & Risk Management
- Sales Strategies
- Client Retention
- Cross-Selling

Key Responsibilities:

- Manage a portfolio of corporate clients
- Build long-term relationships and facilitate foreign exchange transactions.
- Develop sales strategies, increasing new product uptake by 30%.
- Ensure compliance with AML regulations.

## Courses

Sep - Nov 2020

- ACAMS

Zabeel Institute, Dubai

## Skills

- Leadership Skills
- Personnel Mentoring
- Result-Oriented
- Problem Resolution
- Relationship Development
- Customer Service
- Time Management

## Languages

- English
- Hindi

## Personal Details

Date of Birth

5 oct 1985

Nationality

Indian

Visa Status

Employment Visa

Marital status

Married

Driving License

Yes

## Banks Notes and Foreign Currency Changer/Acting Branch Mnager

Mar 2021- Feb 2024

Wallstreet Exchange LLC  
Dubai

- Resolved escalated customer issues.
- Monitored branch performance and prepared reports.
- Ensured compliance with policies and regulations.
- Addressed and resolved customer issues, improving loyalty and enhancing the company's reputation.
- Executed foreign currency transactions, Telex transfers, and cash payouts with precision.
- Administered demand drafts, utility payments, and corporate registrations efficiently.
- Oversaw and reconciled branch cash; reported suspicious activities to ensure compliance.

## Banks Notes and Foreign Currency Changer

Nov 2014 – Jan 2021

UAE Exchange Centre LLC  
Dubai

- Resolved customer issues, enhancing loyalty and company reputation.
- Handled foreign currency transactions, Telex transfers, and cash payouts.
- Managed demand drafts, utility payments, and corporate registrations
- .Maintained and reconciled branch cash; reported suspicious transactions.

## Customer Service Representative

Aug 2007 – Jan 2014

Respondez Pvt Ltd,  
Mumbai, India

- Handled credit card collections and provided exceptional customer service.
- Resolved customer issues and negotiated conflicts.
- Managed inquiries, complaints, and reported to the Team Leader.

## Computer Proficiency

- Handled credit card collections and provided exceptional customer service.
- Resolved customer issues and negotiated conflicts.
- Managed inquiries, complaints, and reported to the Team Leader.