



# Ajay Kanaujiya

SERVICE SUPERVISOR

971552390923

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Dubai, Dubai

Overall 6+ years' of experience in Financial Services industry - Driven professional with experience in financial operations and strategic planning. Demonstrated ability to effectively monitor financial performance and provide sound financial guidance to executive teams. Skilled in developing budgets and financial forecasts, as well as overseeing financial reporting, accounts payable/receivable, and payroll. Possesses excellent problem solving, communication, and leadership skills.

## SKILLS

- Adobe Photoshop
- Adobe Illustrator
- MS Word
- MS PowerPoint
- Microsoft Outlook
- Customer Service
- Adobe InDesign
- Adobe After Effects
- MS Excel
- Digital Marketing
- Microsoft PowerPoint
- Data Analysis

## EXPERIENCE

**SERVICE SUPERVISOR**  
**Al Fardan Exchange LLC**

**Sharjah**  
April 2022 - Present

- Responsible of monitoring overall branch performance, achievements, staff allocation, productivity, Training staffs, MIS reports, Income and expenses etc.
- Ensure AML/CTF Policies are in place
- Looking after whole WPS segment for the branch & Processing salaries through WPS
- Assessed staffing needs based on patient acuity levels and adjusted schedules accordingly
- Identified opportunities for process improvement within the unit and implemented changes accordingly.
- Demonstrated ability to lead and manage a team of nurses in a fast-paced environment.
- Addressed customer complaints promptly and professionally in order to maintain positive relationships with patients.

- Proficient in exchanging more than 25 different currencies
- Process international and domestic transactions in an accurate and quick manner
- Provide exemplary customer service, helping to ensure customers leaving the branch with a lasting positive impression
- Recorded amount received and prepared report of transactions
- Build rapport with customer asking meaningful questions to better understand their financial needs
- Manage and handle the cash and Cheque transactions at the teller counter.

**CUSTOMER SUPPORT EXECUTIVE**  
**RHDL international BPO India**

January 2016 - December 2017

- Responded to customer complaints with empathy, patience, and understanding.
- Utilized problem-solving skills to resolve escalated customer service issues in a professional manner.
- Documented detailed information about customer queries for future reference purposes.
- Ensured compliance with all relevant regulations related to data privacy and security protocols.
- Actively listened to customers' concerns in order to provide accurate solutions that meet their expectations.

**EDUCATION**

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**BACHELOR OF ARTS (B.A.) ENGLISH LITERATURE**  
**CSJM UNIVERSITY KANPUR INDIA - BACHELOR'S DEGREE, INDIA**

Jun 2015

**CERTIFICATIONS**

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- 12/01/21, Present, Business Analytics with Excel
- 12/01/21, Present, Design Thinking for Beginners
- 12/01/21, Present, Introduction to Cyber Security
- 06/01/21, Present, Fundamentals of Digital Marketing

**LANGUAGES**

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- **Hindi Native**  
**Native**
- **English**  
**Fluent**
- **Punjabi Intermediate**  
**Conversational**

**WEBSITE, PORTFOLIO AND PROFILES**

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