

HITESH PUSHKARDAS RANKAWAT

Last Role: Assistant Manager at Ebixcash world money LTD

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Objective

I have over 9 Years of working experience in the Foreign Exchange. I have been heavily involved in customer engagements in remittance, foreign exchange, travel insurance, forex cards business, and Customer Relationship Management and Business development with a high growth oriented organisation.

To contribute my acquired skills, knowledge and experience in position within a company offering opportunities for growth and advancement.

Career Synopsis

- Expertise in operations and implementing strategies towards enhancing business volumes and growth.
- Planning with expertise in analysing the systems & Procedures and contributing significantly towards business development and heightened productivity.
- Demonstrated skills in customer relationship management with in-depth understanding of various formalities as well as transaction processing.
- Result oriented and target driven sales professional focused towards revenue generation.
- Successful and empathetic team member who believes in aligning my goals to the goals of my team, in turn of the organisation.

Technical skills

- Very well versed with Ms-Excel.
- Good at quick arithmetic calculation.
- Good command over accounting.
- Customer centric (Object Oriented) approach
- Knowledge of All types of foreign currencies and Multi currencies cards.

Professional Experience

- Worked as Assistant Manager at Ebixacash world money LTD from Dec 2023 to Aug 2024.
- Worked as customer service officer and compliance due diligence officer at Al Fardan Exchange from Sep 2021 to Nov 2023.
- Worked as Assistant Manager at Ebixacash world money LTD from April 2015 to April 2021.

Job summary

As Branch due diligence and Customer service officer at Al Fardan Exchange.

- As the BDDO of the branch, I was responsible for assisting branch manager for the execution and implementation of the regulations issued by the central bank of the UAE and Al Fardan Exchange's AML/CFT policies and procedure.
- I was responsible for monitoring all the new customer registration / existing customers registration modification details of branch on daily basis and take initiative to correct the same as per AFEX internal AML/CFT policies and procedure id needed.
- I have to perform more extensive, due diligence for high volume transactions and corporate transactions performed at branch and verify the correctness of the document (RVF and other supporting) and safe keeping of the relevant documents (RVF, STR etc.) as per AFEX internal AML/CFT policies and procedure on a daily basis.
- I was responsible to reply to the compliance related queries pertains to my branch. Communicate with compliance for any approval/transaction release related matters.
- I have to assist branch manager and other members of the branch to identify potential suspicious case and make sure the case is reported to compliance with no delay.
- As customer service officer daily use to perform remittance transactions all across the globe as per the rules provided by Central bank of UAE.
- I have to take care for all FCY retail business as well dealing with treasury for buy and selling with good profit margins.
- I am handling WPS business for my branch as well, I have to call multiple companies to get registered them under Al Fardan exchange for their smooth salary procedures.

As Assistant Manager & Team Leader at Ebixcash Worldmoney LTD.

- Daily Airport operation foreign exchange.
- Looking after the Customer relationship and their queries.
- Providing Training to New Joiners and Train them for KYC/AML RBI rules and Regulation as per.
- Maintaining the KYC of WIC & FFMC / as per RBI rules and regulations.
- Follow-up with the Cards team with Respect to payables and Receivables.
- Getting the referral business from Air India Staff Members, Also handling crew-members of Various Airlines.
- Maintaining Report of Daily Card Sale/Purchase business submit to accounts team on Daily basis
- Maintaining daily tracks of Cargo for receiving and sending to other branch locations.
- Responsibility includes smooth Functions of cash counter with the help of Team Members & Looking their Stock, Cash & Foreign Currency.
- Requirements, co-ordination with Cash Counter & Sales Teams. Stock includes Travellers Cheques & Forex Card.
- Supervising cash counter & Airport operations, coordination with the Moneychangers for their daily forex requirements.
- Daily reporting to concern dept. include MIS / Sales Report / Fund Position & stock requirements, Cheque Issued, cheque Received & Cash Position.
- Looking after the safety measures towards cash operations & Reporting towards any Short or Excess & Counterfeit in a till to the seniors.
- Recently set up new forex operations at Amritsar international airport. Moreover, there I was heavily involved in team building and taking care of total business and all cashiers training about system and compliance as per the RBI.

As Cashier

- Receiving payments from customers using various mode as cash, debit cards, credit cards and cheques in exchange of foreign currencies.
- Responsible for opening and closing of cash counter.
- Solving customer's problem at counter.

- Ensuring that the cash counter is neat and clean.
- Coordinating and helping other cashiers also.
- Keeping records and calculation for all the transactions.
- Ensuring that the all documents of transaction should be collected as per RBI guidelines.

Past Experience

- Worked with Harshad Bhatt & Asso. as an accountant march 2013 to Jan 2015.
- Worked with TCS eServe Ltd. As a Process Associate from January 2011 to February 2012.
- Worked with Big Bazaar as a Cashier from August 2008 to April 2009.

Educational Background

- Commerce graduate from Mumbai University in year 2010.
- Passed higher secondary from Maharashtra board in year 2007.
- Passed high school from Maharashtra board in year 2005.

Personal details

- Name : Hitesh Pushkardas Rankawat
- Present Address : Al Rigga Dubai UAE.
- Permanent Address : B/208 Ostwal tower no.4 Kharigaon B.P. cross road Bhayander E Thane 401105 Maharashtra India
- Date of Birth : 19 August 1990.
- Email ID : rankawathitesh@gmail.com
- Contact Number : +971 529596706 and +91 9167485843
- Gender : Male
- Marital Status : Married
- Linguistic Proficiency : English, Hindi and Marathi.
- Visa Status : Tourist Visa valid till 31st Oct 2024

Reference

Available on request
(Hitesh Rankawat)