



SATHEESH KUMAR

PANTHALATH

PROFILE

Dynamic, results-driven executive with over 20 years of experience in Banking and Telecommunications, specializing in foreign exchange and remittance. Renowned for productivity, quality, and integrity, with a proven track record as an energetic team leader and master communicator. Highly skilled in problem-solving and team motivation, and enthusiastic about leveraging my expertise to help your team achieve outstanding results.

WORK EXPERIENCE

AL JAZIRA EXCHANGE BRANCH MANAGER

JUNE 2018 - NOV 2023

Results-oriented Branch Head with a strong track record of developing and executing successful business strategies to meet financial targets. Skilled in overseeing daily operations, implementing internal controls, and ensuring AML compliance. Excels in staying updated on forex market trends, driving team performance, managing budgets, and prioritizing exceptional customer service.

- Developed and executed branch-level business strategies to meet financial targets, driving overall branch performance and profitability.
- Assumed overall responsibility for daily branch operations, including the implementation and enforcement of strict internal controls, policies, and procedures to ensure seamless business operations and AML compliance.
- Monitored forex market trends and managed foreign currency stock rates, identifying and seizing business opportunities to maximize profitability.
- Led and motivated teams, including BIC, Supervisors, and staff, fostering a collaborative environment that encouraged feedback and enhanced productivity.
- Controlled budgets and managed Profit and Loss (P&L), consistently achieving financial goals and ensuring fiscal responsibility.
- Prioritized customer service excellence, resolving complaints promptly and gathering feedback to continually improve the customer experience.
- Provided comprehensive on-the-job training, identified skill gaps, and coordinated staff training initiatives with HR - Learning & Development to ensure workforce competency.
- Optimized staff scheduling by developing rosters based on business potential hours, ensuring efficient branch operations.
- Upheld a commitment to excellence, ensuring the delivery of high-quality services to all branch customers.
- Managed branch fixed assets and equipment, overseeing their maintenance and ensuring the branch's operational readiness.
- Generated comprehensive MIS reports to monitor branch performance, track progress on staff targets, and support strategic decision-making.
- Conducted regular branch meetings, documenting and submitting monthly minutes of meetings (MOM) to the General Manager for ongoing review and alignment.

CONTACT

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Karama, Dubai

EDUCATION

1995

CALICUT UNIVERSITY

- BA Economics (Completed)

SKILLS

- Active Listening
- Administrative
- Adaptability
- Attitude and Car Sales
- Computer Skills
- Critical Thinking
- Customer Service
- Decision Making
- Effective Communication
- Leadership
- Management
- Organizational Skills
- Problem Solving
- Public Relations
- Team Management
- Teamwork
- Time Management
- UAE valid driving license

LANGUAGES

- English
- Hindi
- Tamil
- Malayalam

PERSONAL INFO

Nationality : Indian

Date of Birth: 30/05/1975

Marital Status: Married

PASSPORT DETAILS

Passport Number : S0843808

Date of Expiry : 27/06/2028

Visa Status : Visit

REFERNCES

- Available on request

POPULAR VEHICLE AND SERVICES LTD. MAY 2014 - MAR 2018 SALES TEAMLEADER

Popular Vehicles & Services Limited is part of the diversified Kuttukaran Group, which operates multi-brand automobile dealerships across Kerala. With over 70 years of experience in the Indian automobile industry, the Kuttukaran Group has established a strong reputation for excellence and reliability.

- Developed and implemented sales plans, including dealership promotions.
- Provided customers with detailed information on available vehicle warranties.
- Maintained a comprehensive database of vehicle pricing and applicable discounts.
- Collaborated with sales staff to implement effective sales and marketing strategies.
- Approved dealership expenditures and tracked monthly revenue.
- Trained new sales staff and provided weekly feedback to all team members.
- Ensured the database of available vehicles was regularly updated.
- Assisted customers in arranging financing options.

SILAH GULF WLL MAY 2009 - DEC 2013 CUSTOMER SERVICE SUPERVISOR (STC BAHRAIN)

Silah Gulf is a Bahrain-based company that specializes in customer management and contact center services. It is a joint venture between Bahrain's e-Government Authority and the UK-based company Merchants. Silah Gulf serves as the official National Contact Centre for Bahrain, recognized by the government. The joint venture was initiated by the e-Government Authority and benefits from over 29 years of experience and the operation of over 400 contact centers.

- Managed and motivated a team of 15+ representatives in a high-volume call center, driving performance and adherence to customer service goals.
- Supervised daily operations, ensuring consistent achievement of organizational objectives and service level agreements (SLAs).
- Provided ongoing coaching and feedback, fostering a culture of continuous improvement and high-quality customer service.
- Resolved escalated customer issues, effectively managing complex inquiries and maintaining customer satisfaction.
- Developed and implemented strategies to improve customer satisfaction scores, resulting in measurable improvements.
- Conducted regular team meetings to review performance metrics, identify areas for improvement, and implement action plans.

BEXMONEY BAHRAIN EXPRESS EXCHANGE AUG 2007- AUG 2009 MARKETING MANAGER

Bahrain Express Exchange is a major player in the money exchange industry in Bahrain. Their core services include remittances, trading in precious metals like gold and silver at international market rates, as well as handling foreign currency wholesale, retail, and through importing and exporting

- Report directly to the General Manager, ensuring alignment with the company's overall objectives and strategies.
- Marketing Strategy Development:
- Develop and implement comprehensive marketing strategies to enhance the company's brand presence, market share, and overall profitability.
- Retail Base Development expand the retail base using both push and pull strategies

**AL GHURAIR EXCHANGE
BRANCH MANAGER**

NOV 2006 - APR 2007

Al Ghurair Exchange, established in 1974, is a prominent exchange house in the UAE and a part of the Al Ghurair Group of Companies, the third largest business conglomerate in the country. With over three decades of experience, it has been a key player in foreign exchange services in the Middle East. Mashreq Bank is also part of the Al Ghurair Group.

- Monitored client issues and facilitated prompt resolutions.
- Ensured staff adherence to required service standards.
- Supervised staff performance and identified strategies to enhance sales process profitability.
- Provided end-to-end forex and remittance services to clients and corporate customers.
- Managed staff and reported monthly growth plans to the Operations Manager.

**UAE EXCHANGE
CUSTOMER SERVICE SUPERVAISOR**

APR 1999 - JUN 2006

UAE Exchange is a leading exchange house in the Middle East with a significant global presence. It operates over 123 branches in the UAE and more than 200 centers worldwide. The company handles over 7 million transactions annually and serves a customer base exceeding 1 million individuals and corporate clients. Held various positions during my time with the organization.

- Sale & Purchase of Foreign Currencies: Facilitating currency transactions between clients and exchange houses and banks.
- Client Meetings: Engaging with clients to secure new deals and manage foreign currency sourcing.
- Inter-Branch Transactions: Handling foreign currency transactions and remittances between branches.
- Remittances and Western Union/Xpress Money Transactions: Managing both outward and inward money transfers and processing transactions through services like Western Union or Xpress Money.
- Credit Card Transactions: Processing credit card payments and cash advances.
- Customer Service: Addressing customer inquiries and resolving escalated issues.
- Travelers Cheques: Managing and processing travelers' cheques

Declaration

I hereby declare that the above particulars of facts and information stated are true correct and complete to the best of my belief and knowledge.

Satheesh Kumar Panthalath
