

# HANUMAN VISWANADH



**15+ Years UAE experienced / Branch In charge / Branch Compliance Officer/Chief Teller** with hardcore expertise in **Foreign Exchange and Banking Industry**. Adept in money exchange operations, customer complaint handling, branch operations, international transfer, foreign currency and cash management. Proven ability to implementing and maintaining effective compliance system, capable of maintaining good relationships with existing customers and enhancing internal and external customer satisfaction thereby achieving organizational objectives.

## UAE EXPERIENCE

### Crypto Force: JLT Dubai

- ✓ **Operations Supervisor (June 2024 – OCT 10.2024)**

- ✓ Monitoring and managing the daily **buy and sell transactions of cryptocurrencies**, ensuring they are processed efficiently and securely.
- ✓ Ensuring that all operations **comply with regulatory requirements**, including KYC and **AML protocols**. Mitigating risks associated with crypto transactions.
- ✓ Preparing and analyzing financial reports.
- ✓ Regularly **reconciling cash, forex and accounts** to ensure that all transactions are accurately recorded, especially given the volatility and complexity of cryptocurrencies.

### Al Fardan Exchange: Sharjah, UAE

- ✓ **Branch In Charge/ Branch Compliance Officer (Dec 2020- Feb 2024)**
- ✓ **Chief Teller (Apr 2016 – Dec 2020)**
- ✓ **Teller (Dec 2008 - Apr 2016)**

### Achievements and Key Skills

- ✓ Enhanced **customer satisfaction and retention rate** by implementing proactive **customer centric approaches** resulting in improved brand image of the organization.
- ✓ Well versed in standards and regulations of **Central Bank of UAE, compliance, and anti-money laundering policies (AML), suspicious transaction reporting (STR), performing enhanced customer due diligence (ECDD)** and updating KYC as per AMLCTF.
- ✓ Received **best Employee for 2018, 3<sup>rd</sup> quarter front office operations** from Al Fardan Exchange LLC, UAE.
- ✓ Received Certificate of **appreciation for contribution towards the branch** success in achieving Best branch for the month Feb 2021.

## GET IN TOUCH

📍 Sharjah, UAE

📞 +971 559829213

✉️ [viswanadh.hanuman@gmail.com](mailto:viswanadh.hanuman@gmail.com)

**Nationality:** Indian

**Visa Status:** Residence Visa

**UAE Driving License:** Yes

## PROFESSIONAL SKILLS

### BANKING OPERATIONS

### CUSTOMER AND EMPLOYEE SATISFACTION

### MANAGING TELLERS

### PROCESSING TRANSACTIONS

### UAE BANKING REGULATION

### OPERATIONAL COMPLIANCE

### INTERNATIONAL REMITTANCE

### DOCUMENTATION & REPORTING

### ANTI MONEY LAUNDERING

### SUSPICIOUS TRANSACTION

### COMPLAINT HANDLING

### DEALING CASH & FCY

### POLICIES AND PROCEDURES

## PERSONAL INFO

**Gender:** Male

**Languages:** English, Hindi, Telugu and Arabic (Basic).

**Marital Status:** Married

### Branch In charge / Br. Compliance Officer

- ✓ Responsible of **monitoring overall branch performance**, achievements, staff allocation, productivity, Training staffs, MIS reports, Income.
- ✓ Involve in business development activities like e.g. camp activities, arranging programs, etc.
- ✓ **Answering enquiries** regarding **foreign exchange** regulations and advising on the timing and extent.
- ✓ Ensure **optimum productivity and high-quality service** to customers
- ✓ Comply with **International Laws, standards, and regulations.**
- ✓ **Resolve customer complaints** and if needed bring to higher authority.
- ✓ Managing **difficult situations** with customers and providing them with a solution
- ✓ Ensure that all transactions conducted **comply with these policies and procedures** both locally and internationally.
- ✓ **Identify suspicious activities and filing.** suspicious transaction reporting (STR).
- ✓ **Performing ECDD** on high value transactions.
- ✓ **Prevent unlawful transactions** with targets of economic sanctions administered by the US treasury Department's office for foreign assets control (OFAC).
- ✓ Performing enhanced customer due diligence (ECDD).

### Chief Teller / Head Teller

- ✓ **Supervises tellers** and their cash drawers, balances, and **audits the cash drawer** according to the policy.
- ✓ Searches for the cause of an **overage or shortage** when a teller's drawer does not balance correctly.
- ✓ Assist branch manager on **daily branch operations.**
- ✓ Advising customers and tellers for making **remittance**, prepares computer and manual **draft, currency exchange, demand drafts, telex transfer, electronic transfer** and good knowledge on **foreign exchange regulations, Western Union System** and advising on the timing and extent.
- ✓ **Oversee AML compliance** of the unit with respect to daily transactions as per the UAE Central Bank.
- ✓ Taking **bulk amount of Fcy orders** for individuals and companies.
- ✓ Prepare **End of day report & cash reconciliation.**

## PREVIOUS EXPERIENCE

ICICI Bank, Guntur, India.

Back Office Executive (Aug 2005 – Mar 2008)

## EDUCATION



### MBA ( pursuing )

Business Administration(Finance )  
Sikkim Manipal University.



### B.Sc (2002 -2005)

Acharya Nagarjuna University,  
Andhra Pradesh, India.

## CERTIFICATION AND TRAINING

- ✓ **Customer Service & Anti Money Laundering Law** – February 2010.
- ✓ Product update s and Cross selling techniques -March 2014.
- ✓ WPS, CBUAE Guidelines – April 2014.

## PERSONAL SKILLS

### CUSTOMER SERVICE SKILLS



### ORGANIZING SKILLS



### ANALYSING & REPORTING



### PRESENTATION SKILLS



### COMMUNICATION SKILLS



### TIME MANAGEMENT SKILLS



### PROBLEM SOLVING SKILLS



## COMPUTER SKILLS

### Enterprise computing:

MS Word, MS Excel, Power Point,  
Coral drawer, page maker.



## TYPING SKILLS

40 wpm



## CASH SKILLS

Good counting, detection of  
different fake and forged  
currencies.