

CURRICULUM VITAE

Venkatesh Ramanujam

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Dubai, UAE.



OBJECTIVE

Highly energetic and professional Manager with 14 years career experience. Versed in marketing and public relations and staff development and supervision. Desires a challenging role as a Manager where exceptional communication and customer service skills can contribute to a growing organization.

KEY SKILLS

- Can Manage Cross Functional Teams
- Result Oriented
- Negotiates Successfully
- Communicate Clearly
- Thinks Strategically

PROFESSIONAL EXPERIENCE

Amman Mess, Thanjavur, India

JUN 2021 – AUG 2024

Partner & Business Manager – Restaurant

- Co-founder Amman Mess restaurant post Covid, which specialized with Indian and Chinese cuisine.
- Managed day-to-day operations of busy restaurant supervised and trained seven employees with full employee retention.

Al Rostamani International Exchange, Dubai, UAE

NOV 2010 – MAR 2021

Branch in Charge / Duty Supervisor - Foreign Exchange & Operations Department

ARIE is a part of Al Rostamani Group, which hold 21 companies, one of the biggest group in UAE.

As Branch in charge

JAN 2017 – MAR 2021

- Handled all operational aspects including distribution operations, customer service, human resources, administration and sales.
- Assess local market conditions and identify current and prospective sales opportunities, Develop forecasts, financial objectives and business plans, Meet goals and metrics.
- Manage budget and allocate funds appropriately, Bring out the best of branch's personnel by providing training, coaching, development and motivation.
- Manage to achieve 120% of branch target and 100% on customer service standard by DED for the financial year 2020.
- Monitors and analyzes actual performance against annual financial plans & budgets using various MIS reports and tools.

As Senior Cashier

JAN 2015 – JAN 2017

- Complying with internal and central banks policies and procedures, ensuring risk-free transactions and preventing money laundering (AML) with proper KYC.
- Perform KYC reviews (Scheduled & Unscheduled Reviews for Individual and corporate client type across varied risk classes) Including monitoring and tracking of KYC records.
- Client identification, verification and screening information such as customer's address, employment, connectivity to PEP/ SPF (sanctions screening)

- Detail-oriented, proficient organizer with the ability to delegate and train others.
- Excellent interpersonal and communication skills, using manuals and having dealt with a diversity of clients, staff members.

As Cashier

NOV 2010 – JAN 2015

- Manage transactions with customers, Cross-sell products and introduce new ones, Resolve customer complaints guide them and provide relevant information.
- Greet customers when entering or leaving the store, Track transactions on balance sheets and report any discrepancies. Handled foreign currencies over 30 countries in airport operations.
- Processed bank transfers (TT) for western and Asian countries with 100% accuracy.

UAE Exchange, Thanjavur, India

APR 2008 – NOV 2010

Sub Agency Expansion Executive / Foreign Exchange cashier

- Generating leads to business development.
- Identify Potential Location for Sub Agency and appoint
- Contact Monthly Training Program for all Sub Agents and provide them support.
- Responsible for buying, selling & trading of Foreign Currencies and Traveler Cheque (TC). Handling Telegraphic Transfer and issuance of Demand Drafts in various currencies.
- Targeting new business through referrals from existing contacts and increasing branch customer base

Visaka industries, Chennai, India

JUL 2006 – APR 2008

Marketing Executive

- Responsible to maintain a good relationship with the dealer and generate a good volume of business.
- By regular market, visit identifies the potential area, appoint new dealers, and generate business from them.
- Responsible to generate good revenue and achieve the target.

SBI Cards, Thanjavur, India

MAY 2005- JUL 2006

Marketing Executive

- Responsible to increase credit card sales
- Generating leads and database to increase the sales

PROFESSIONAL / ACADEMIC QUALIFICATIONS

Bachelor Degree in Mathematics from A.V.V.M Sri Pushpam College, Poondi, Thanjavur. **2004**

IT SKILLS & TECHNICAL QUALIFICATIONS

Well versed in computerized accounting and well versed with the following software and applications

- DCA (Specialized in MS office and Word, Excel & Experienced with Outlook Express)

PERSONAL DATA

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|-------------------|------------------------------|---------------|---------------------|
| ▪ Date of birth | : 15 th July 1983 | ▪ Visa status | : Visit visa |
| ▪ Nationality | : Indian | ▪ Passport No | : R 5764952 |
| ▪ Languages Known | : English, Hindi, Tamil | | |

The foregoing information certified true and accurate to the best of my knowledge.

Venkatesh Ramanujam.