



RAHUL VELAYUDHAN

UAE, DUBAI

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STRENGTHS & SKILLS

Strong interpersonal and communication ability.

Adaptable, dependable and result oriented

Multilingual customer service professional.

Understand new concepts within minimum refractory time.

Perseverance and integrity to work

Objectivity & Innovative thinking

An avid learner and team player

Job looking-cashier, manager, and customer service

PROFESSIONAL EXPERIENCE

- ❖ Branch Supervisor – (7th Oct 2020 to till Date) Working as a Branch Supervisor in Lulu International Exchange.
- ❖ Branch Manager- (01 Nov 2019 to May 2020) working as a Branch Incharge in Day Exchange.
- ❖ Branch Manager-(16th Dec 2017 to 30th Sep 2019) worked as a branch in charge in Al Neel Exchange. Managing staff and giving cash training to the staff and updating the day today activities.
- ❖ **Assistant Branch Manager - (14th Feb 2017 to Jun 30 2017)**
UAE EXCHANGE, QATAR. UAE Exchange, is leader in the UAE remittance market with ISO 9001: 2000 certification having operations in 16 countries.

Being a part of one of the major profit centers of the company, ensuring quality customer service, and cumulative growth in revenue and profit for the center vis-a vis corporate annual and quarterly targets of a qualitative and quantitative nature. Implementing the guidelines and directives of the company in the center from time to time, and the efficient monitoring and control of the entire branch systems and processes. Fixing of currency exchange rate in liaison with Head Office dealing department. Communicating efficiently with banks, local exchanges, and corporate clients.
- ❖ **Supervisor Customer Service– (2008 June – 30 Nov 2015 SEVEN AND HALF YEAR)**
UAE EXCHANGE, DUBAI
A key player among 26 staff members including service, marketing, and support personnel, Handling of remittances, transfers and exchange. Dealing with 250 – 300 customers of multi nationalities every day providing customer delight. Providing soft skill and cashier training to new hires and closely monitoring their learning curves. Ability to accept remittances and FC exchange in good pace. Skilled in monetary transfers to any part of the globe through Western Union, Telex Transfers etc. Ensuring the smooth run of the support operations and error-free completion of product cycles.
- ❖ **Jr. Accountant– (2006 March – 2007 June)**
VISHAL KUMAR & CO (Auditing firm)

Verifying all the Clients Ledger for accuracy, Assisting Chief accountant on preparing financial reports, Maintaining the proper filing system, Handling routine accounting functions

Languages Known

English, Malayalam, Hindi and Tamil

English, Hindi, Tamil & Tulu

PERSONAL INFO

DOB: 19.05.1982

Marital Status: Married

Nationality: Indian

Passport No.: L6624418

QUALIFICATION

- **Bachelor of Commerce**– Kannur University (2006).
- **Diploma in Practical & Computerized Financial Accounting.**
- **Certified Tally Graduate.**

JOB PROFILE

1. Forex Operations & Accounting Forex Transactions
2. Conduct Marketing Activities to Achieve the Branch Targets
3. SWIFT Transfer
5. Cross selling of Allied products such as Mutual funds, Gold loan, etc.
6. Preparation of Bank Reconciliation Statements for Branch

KEY ACCOUNTABILITIES

- Work with the Manager and Relationship Management Executive to lay down objectives for new Customer Acquisition, Customer Retention & Customer Reactivation by analyzing the branch business performance and market trend.
- Implement new strategies & tools developed for the competitor market share acquisition.
- Periodically monitor customer continuity and ensure customer retention through service and product value adds and effective relationship management.
- Closely review the business of the branch by referring the MIS reports & effectively contributing for the betterment of branch business.
- In the absence of Manager take the lead role and ensure the smooth functioning of the branch.
- Give education and awareness to all the staffs regarding the need to comply with the AML guidelines.
- Report any suspected transactions cases to Manager and Compliance Dept on a timely manner.
- Be a role model for other staffs in customer service.
- Execute relationship management strategies designed by the Marketing Team to upkeep customer satisfaction and loyalty.

DECLARATION

I do here by declare that the above mentioned details are true to the best of my knowledge and belief.

RAHUL VELAYUDHAN