



KALYAN RAI

BRANCH IN CHARGE | CUSTOMER SERVICE | SALES | COMPLIANCE

CONTACT

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EDUCATION

Bachelor in Commerce

Mahatma Vishwa Vidyalyaya
University, India
2012 - 2016

Higher Secondary Education

Techno Model School
2010 - 2012

West Bengal Board of Higher Education

Don Bosco School
2000 - 2010

SKILLS

- Communication Skills
- Computer Skills
- Proficient in MS Office and Excel
- Customer Service
- Problem Solving
- Flexible and Adaptability
- Team collaboration and multitasking
- Ability to Work Under Pressure
- Salesmanship

LANGUAGE

- English
- Hindi
- Nepali



PROFESSIONAL OVERVIEW

Results-driven and highly organized professional with over 8 years of experience in the UAE, delivering exceptional operational efficiency, sales, customer service, and team leadership. Having a strong drive to excel and be a valuable asset to the company I'm working for.



WORK EXPERIENCE

Branch Manager - Al Dahab Exchange LLC

2022 - Present

Baniyas Main Branch, Dubai, UAE

- Oversee daily operations of the branch: Managing resources, staff scheduling, developing and attaining sales goals to hit target.
- Lead a team of cashiers, and support staff to achieve branch performance targets and high levels of customer satisfaction.
- Manage financial records, branch reports, performance reports to the head office, and compliance with all regulatory requirements in line with Anti Money Laundering and UAE Central Bank.
- Ensuring smooth and efficient transactions for customers, both personal (i.e. remittances, forex currency exchange – retail and wholesale) and commercial clients (WPS services for the payroll of employees).
- Handle customer complaints and disputes with professionalism and tact.
- Implement sales and marketing strategies to increase branch revenue and market share (monthly, quarterly and annual sales targets).

➤ Supervisor - Al Dahab Exchange LLC

2021 –2022

Muhaisnah Sharjah, UAE

- Supervised branch operations and ensured all staff adhered to company policies and guidelines.
- Played a key role in the training and development of new employees.
- Monitored and evaluated employee performance, providing feedback and coaching where necessary.
- Assisted the branch in daily operations and maintaining a high level of customer service. Developed and maintained customer relationships to enhance service quality and loyalty.
- Ensured compliance with operational and safety procedures.
- Coordinated inventory and managed cash flow within the branch.
- Provided leadership and ensured all operational issues were addressed in a timely manner.

➤ Cashier - Al Dahab Exchange LLC

2020 - 2021

Al Qusais Dubai, UAE

- Providing excellent customer service, sales and marketing in the branch.
- Assisting customers for remittance, forex foreign currency, Western Union, mobile money and other exchange products and services.

- Developing and maintaining good relation with clients, offering solutions to meet client's demand and requirements. Handles customer complaints.
- Monthly target achiever having average of 131 transactions daily, with the highest transaction of 1,757 in a week.

Customer Relation Executive - Federal Exchange
(Under Ahalia Group)

2019 - 2020

Al Quoz Mall Dubai, United Arab Emirates

- Processed customer transactions, including currency exchanges and money transfers.
- Maintained accurate cash records and provided excellent customer service.
- Ensured the accuracy and confidentiality of financial transactions.
- Assisted in maintaining the branch's cash and currency inventory.



TRAININGS & SEMINARS

- **KYC Requirements: A crucial element of AML Compliance in the UAE PRO AML**
27 November 2024
- **Customer Service, Cash Handling, Anti Money Laundering Business Development Training**
Al Dahab Exchange Head Office, Baniyas Square, Dubai UAE
November 2020



ACHIEVEMENTS

- **Best Performing Customer Service – Al Dahab Exchange**
Hitting branch monthly targets and incentives