



# RAHUL VELAYUDHAN

## CONTACT

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AL QUOZ, DUBAI, UAE

## EDUCATION

- Bachelor of Commerce (Kannur University - 2006
- Diploma in Practical and Computerized financial Accounting.
- Certified Tally Graduate.

## STRENGTH & 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

## PROFILE

Versatile and results-driven Branch Supervisor with fourteen years of experience in international exchange, specializing in operations management, regulatory compliance, and customer service. Skilled in team leadership, process optimization, and financial transactions. Seeking managerial roles to leverage expertise in operations, client relations, and business growth. Committed to driving efficiency and excellence in dynamic work environments.

## PROFESSIONAL EXPERIENCE

- **Branch Supervisor - LULU International Exchange, UAE**  
07 OCT 2020 - 10 NOV 2024)
- **Branch Manager - Day Exchange, UAE** (01 NOV 2019 - 10 MAY 2020)
- **Branch Manager - AL Neel Exchange, UAE** (16 DEC 2017 - 13 SEPT 2019)
- **UAE EXCHANGE, QATAR** 14 Feb 2017 - 30 Jun 2017  
**Assistant Branch Manager**  
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.

## LANGUAGES

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- English
- Hindi
- Malayalam
- Tulu
- Tamil

## PERSONAL INFO

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Name : Rahul V  
DOB : 19 - 05 - 1982  
Marital Status : Married  
Nationality : Indian  
Passport No. : L6624418

### UAE EXCHANGE, UAE Customer Service - Supervisor

01 JUN 2008 - 30 NOV 2015

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. Proving 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.

### VISHAL KUMAR & CO Jr. Accountant - Auditing Firm

01 MAR 2006 - 30 JUN 2007

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

## KEY ACCOUNTABILITIES

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- 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

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

**RAHUL VELAYUDHAN**