



Nuruddin Shanto

About Me

I am an accomplished Supervisor of Branch Operations with extensive experience in the money exchange sector. Skilled in managing daily operations, I possess a robust understanding of anti-money laundering practices and company compliance policies, ensuring rigorous adherence to regulatory standards.

My Contact

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📍 Karama , Dubai, UAE

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Skills

- Strong knowledge of finance, international trade, and foreign exchange markets.
- Proficient in executing currency conversions and managing foreign exchange transactions.
- Excellent understanding of banking operations, including trade finance, export financing, and letters of credit.
- Familiarity with financial regulations and anti-money laundering policies.
- Exceptional customer service and interpersonal skills.
- Analytical mindset and ability to monitor market trends and exchange rate fluctuations.
- Strong communication and teamwork abilities.
- Proficient in financial software and tools, such as , MS Excel, and banking System

Professional Experience

Supervisor - Branch Operation

Sharaf Exchange | Dubai, UAE

April 2024 – Present

Key Responsibilities:

- Execute and monitor the sales mix in the branch to ensure it is as per branch plan.
- Execute hyper local marketing plans towards increase in customer footfalls.
- Adhere strictly to follow all operational and compliance procedures of the company.
- Perform end of shift closing procedures in complete adherence to operating procedures.
- Ensure that the operational registers at the branch are always up to date.
- Ensure that every branch team member has received mandatory trainings.
- Ensure that all complaints are resolved on time.
- Ensure that every branch team member is adequately trained on products and customer service skills.
- Ensure that every branch team member adhere to compliance and operational policies.
- Monitor that stuffing roster is adhered to across al areas and activities

Customer Service Executive

Sharaf Exchange | Dubai,

UAE Feb 2022 – March 2024

Key Responsibilities:

- To provide excellent customer service at branch customer.
- Attending customers for making Remittance, currency exchange.
- Following compliance procedures to ensure smooth branch operation
- To provide currency exchange & remittance delivery.
- Resolve customer complaints, guide them and provide relevant information.
- Process of corporate on boarding for WPS.
- Cross-selling & Marketing.

Education Background



Bachelor Of Business Administration In Finance

Asian University Of Bangladesh

Completed in 2019

Language

English ██████████●

Bangla ██████████●

Hindi ██████████●

Junior Executive**Standard Bank Limited | Dhaka, Bangladesh***Sep 2019 – Jan 2021***Key Responsibilities:**

- Establish and maintain strong relationships with export and import clients, understanding their business needs, and providing appropriate financial solutions.
- Provide guidance and support to clients regarding export financing, letters of credit, documentary collections, and other trade finance products and services.
- Address customer inquiries, resolve issues, and provide exceptional customer service throughout the export and import process.

Junior Executive**Hk Textile & Fashion | Dhaka, Bangladesh***Jan 2016 – July 2019***Key Responsibilities:**

- Keep communication with local factories and foreign buyers about LC for on going orders.
- LC receiving from intermediate bank, endorse and transfer through advising bank.
- Coordinate with Commercial department to prepare shipping documents.

Reference:**Mohammed Ayub**

Area Manager At Sharaf Exchange

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