

SHAJIL KUMAR C.P

RESUME



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Cherayi Padinjakara House
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Thrisur Dt., Kerala

Education

Bachelor of Commerce
University of Calicut

Languages

English, Malayalam,
Hindi & Arabic (fair)

Date of Birth : 30-05-1968

WHAT I CAN OFFER

What I offer result oriented approach to the development of the Company, developing both retail and corporate customers, implementing new ideas for Customer relationship – a key point in the Money exchange .

More than 24 years in the Money exchange exclusively in U.A.E with well exposure to the Currency Exchange and International Money Transfer.

PROFESSIONAL EXPERIENCE

June 2016 to May 2024.

Orient Exchange Co. LLC -Dubai
Branch Manager

- Responsible for supervising the day to day running and operations of the branch, creating a professional, helpful and customer friendly environment for staff .
- Responsible for staff timing, updating of Forex Rates in sync with Head Office
- Putting into effect new procedures and policies passed down from head office
- Maintaining documents of AML activities, High Value, Trade, and Suspicious Transactions.
- Improving branch business by providing best customer services, coordinating camp visits, Corporate customer office visits and arranging meeting with camp bosses.
- Providing daily and monthly transaction reports to Area Manager as well as Marketing Manager.

Nov 2014 to Apr 2015

Al Ahalia Money Exchange Bureau, Abu Dhabi.

Sr. Relationship Manager for Corporates and Zonal Head

- Managing Corporate and High-Value customers for Business Development in Dubai and the Northern Emirates, with the coordination of Branch Managers
- Maintain good client relationship with corporates for improvement of Remittance business and WPS salary and disbursement contracts.
- Coordinating marketing activities for corporate and high-value customers and to arrange satellite marketing team for camps/shops visits in different branch locations.
- Supervising 19 branches under the Zone with the support of 3 cluster heads assigned to different branches. Visit branch with respective cluster heads to check and confirm smooth branch workings, business performance. AML policies are strictly followed. Security policies are properly maintained and followed and confirm staff accommodations are properly maintained.
- Arrange proper branch working timings, consider busy times and location of branches to improve business.

- Arrange branch meeting, collect branch performance reports, with P&L reports, consolidations of cluster reports to make Zonal report for presentation.
- The special duty assigned to manage the AML supervision of branches located in the zone- including visits to corporate customer offices for EDD related with respective branch managers, verify the AML related documents are properly collected and filed in branches.

Dec 2013 to Nov 2014

Al Ahalia Money Exchange Bureau, Abu Dhabi.

Zonal Head and Branch Manager

- Supervise all branch activities with a team of 3 cluster head branch managers in the zone covering a total of 19 branches located in Dubai, Sharjah, Ajman, and the RAK Emirates.
- Visit branch with respective cluster heads to check and confirm smooth branch workings, business performance. AML policies are strictly followed. Security policies are strictly maintained and followed and confirm staff accommodations are properly maintained.
- Arrange branch meetings, collect branch performance reports, with P&L reports, consolidations of clusters reports making Zonal report for presentation.

Mar 2006 to Nov 2013

Al Ahalia Money Exchange Bureau, Abu Dhabi.

Branch Manager

- Managing branch operations, building relationships with high net worth individuals.
- Arrange staff amenities for staff accommodation and confirm they are properly managed.
- Conducting monthly branch meetings and send the meeting minutes to GM and Executive Manager, operations prior to Managers meeting conducted at Head Office.
- Managing WPS registered complaints, checking WPS salary deposits and confirm the files before sending to the concerned department.

Apr 1997 to Feb 2006

Al Ahalia Money Exchange Bureau, Abu Dhabi.

FC Cashier

- Building relationships with customers reaching the branch.
- Managing the duties and responsibilities of FC Cashier.
- Arrange FC for branch requirements and to the customer who booked for High-Value amounts.
- Managing buying and selling of Travelers Cheques.

Jan 1996 to Mar 1997

Manappuram General Finance Ltd, Kerala India.

Cashier and Customer Service Executive

- MGF is a reputed NBFC in India, presently with more than 3000 branches all over India.
- Meeting the customers who visit for deposits, loans also and assisting them.
- Managing the duties and responsibilities of the Cashier also.