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| **TERENCE** |
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**Career Objective**

As a professional, my objective is to become an integral part of an organization that seeks an ambitious and career conscious person, where acquired skills and education will be utilized toward continued growth and advancement to improve my career status by utilizing my extensive experience with a progressive and innovative company that allows opportunity for advancement

**Career Path**

A good team player with excellent interpersonal, business communication and leadership qualities, ready to work under pressure, minimal supervision and very much time & result oriented. Aspiring to contribute and work as a catalyst to develop ability to meet the changing demands of job. Fast learner and have deep ability to maintain effective working relationship.

**Core Competencies**

* Financial Services.
* Quantitative Analysis.
* Strategic Management
* Marketing Management.
* Accounting for Managers.
* Human Recourse Management
* Research and Quantities Methods.
* International Business Environment.
* International Financial management.
* Management Accounting
* Management Information System.

**Career Summery**

**Wall Street Exchange Centre LLC 02-Aug-2015 to Jan 2016**

***About the company***

**Wall Street Exchange** is the member of Emirates Post Group since 1982 has been providing wide range of foreign exchange, money transfer and Wage Protection System (WPS) and related services in UAE. Wall Street Exchange having worldwide network including the offices in United Kingdom and Hong Kong.

***Current Position- Officer Remittance***

**Revenue generation**

* To generate revenue through remittances
* Cross selling the remittance business to existing clients

**Operations**

* To ensure the operations team are in line with the best practices and process
* To ensure timely and efficient operational support is given to the clients
* Maintain effective turnaround time on the salary payments and remittances
* Conducting promotional activities to ensure the visibility of the current business
* Innovating new marketing and promotional ideas to promote the business overall
* To coordinate with the sales team to ensure remittance business is promoted with WPS at the camps
* Coordinate with the existing clients to promote remittance through proper branding

**UAE Exchange Centre LLC. Dubai, UAE 29-May-2007 to July 2015**

***About the company***

UAE Exchange, an ISO 9001: 2000 company is a leading exchange house in middle east which has great global network around the world, UAE Exchange has more than 123 branches in UAE and company’s major business activities include Draft cheques, International Swift transfers, Express transfers, Xpress Money transfers, Western Union money transfers, Travelex money transfers, Credit card settlement services & cash advances, purchase and sale of foreign currency bank notes, and Traveler’s Cheques in retail and wholesale, WPS Salary disbursement, other banking activities & financial activities etc.

***Position- Branch Manager***

**While handling accounting activities in a successful way, monitoring function 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-à-vis corporate annual and quarterly targets of a qualitative and quantitative nature. Monitor and control of the entire branch systems and processes; Implementing the guidelines and directives of the company in the branch;**

**Experience with UAE Exchange**

* Having Cashier Experience and there by having a detailed knowledge of retail and wholesale of banknotes with competent rates.
* Promoted as Foreign Currency cashier in dealing all kinds of bank notes and fixing the F.C deals in a competent rates.
* Ensuring the implementation of Anti-money laundering policy & procedures of the company in the branch operations and reporting anomalies to the Chief Compliance Officer of the company.
* Promoted as the Branch supervisor; to monitor foreign currency deals, remittances, Branch operations and monitoring the achievement of targets set for the team under my supervision.
* As a Branch Manager to manage the entire branch operations involving the various activities and responsibilities

DUTIES AND RESPONSIBILITIES

* Monitoring branch accounting activities and the submission of monthly report without delay. Monitoring cheque clearance to release the transactions at right time.
* Managing a team of staff members including operations, service, marketing, and support personnel.
* Submitting periodic reports on branch activities and performance to the higher management.
* Handling the registration procedure for the WPS for companies and assisting the companies to

process the salary through WPS system

* Optimizing the asset management of the branch including cash purchase, holding, and sales.
* Ensuring quality complaint redressal and customer service.
* Ensuring the smooth run of the support operations and error-free completion of product cycles.
* Maintenance of other assets including fixed and non-fixed including the branch, computer and systems.
* Ensuring the security systems in the branch including cameras, security safe, and system controls.
* Regulation issued by the Central Bank of UAE and anti-money laundering policies and procedures
* Monitoring and replying the quarries related Anti Money Laundering (AML)
* Monitoring the marketing activities to both individual and corporate segments vis-à-vis corporate targets.
* Managing staff rotation in the branch to ensure optimal nationality mix at all times with efficient management of duty times and leave days. Providing training to the staff in Customer service and other operational activities as guided by the management
* Making the PMS (Performance Management System) of the employees target VS achievements and sending the report to the management
* Making the appraisal of the employees and providing details to the management

**OTHER EXPERIENCES**

**Kotak Securities Limited**

**Franchisee Manager Oct2005 – May2007**

* Sourcing of new Franchisee
* Placing order on behalf of the client in BSE (BOMBAY STOCK EXCHANGE ) and NSE (NATIONAL STOCK EXCHANGE)
* Risk management Activities
* Maintaining the existing portfolio of the clients and developing the wider customer base
* Responsible for retention and generating the business volume as per the designated targets.
* Organizing promotional activities and managing events.

**HDFC Standard Life insurance**

**Project Work November 2004-October2005**

* Completed project work , Evaluation of Different schemes of HDFC Standard Life Insurance

**Professional Membership**

CompletedNCFM Exam (National Stock Exchange Certification in Financial Markets Capital Market dealer module

**Academic Qualification**

* **Master Of Business Administration (MBA) in Finance from Mangalore University**
* Bachelor of Commerce (B.COM) Mangalore University
* **Pre – Degree** from the Board of Higher Secondary Examination, India.

**Computer Proficiency**

* Completed a course on **MS-Office Package**
* **AS 400 operating System**

**CERIFICATION AND AWARDS**

* Certification in customer service training from SPEARHEAD TRAINING UAE
* Certification in Anti Money Laundering from UAE Exchange Center LLC
* Service champion award and employee of the month from UAE Exchange Center LLC

**Personal Details**

Date of Birth January 6TH 1983

Nationality/religion Indian/ Roman Catholic

Marital status Married

Languages Known English, Hindi, Kannada, Konkani,

[To contact this candidate click this link submit request with CV No](http://www.gulfjobseeker.com/feedback/submit_fb_em.php)

