

Hemant

**Personal Data**

**Address**

Dubai,UAE.

**Education**

April-1999 Bachelor of Art.

**Visa Status**

Resident Permit-UAE

**DOB**

31stMarch 1975

**Nationality**

Indian

**Personal Contact**

Hemant-396831@2freemail.com

**Reference**

Mr. Anup P Bhatia, HR Consultant, Gulfjobseeker.com 0504753686

**Key Skills**

SOP Implementation

Time Management skills

Strong Communication and interpersonal skills

Team Management

Stress Management skills

Innovative Thinking

**Additional Skills**

MS Office

Computer Proficient

**Languages**

**Expert Moderate Basic**

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| --- | --- | --- | --- |
| English  | a |  |  |
| Hindi | a |  |  |
| Punjabi | a |  |  |

**Experience**

**Jan-2009 to Till Date: Sharaf Exchange LLCas Remittance Supervisor**

**Key Responsibilities**

* Manage remittance function, monitor employee performance and enhance employee productivity.
* Coordinate and ensure bank release are done as per the cut off time and schedule.
* Monitor and ensure bank and money products reconciliation is done as per the required schedule.
* Monitor, control and keep a track of all bank rejections and refunds.
* Ensure the bank funding letters are released and processed on time, ensure sufficient balance in all corresponding banks accounts and ensure accuracy of information provided.
* Enhance customer satisfaction through effective coordination with branches and banks.
* Analyse customer complaints regularly, identify major reasons for customer complaints, and develop solutions to reduce customer complaints.
* Lead the launching of new products and services and provide updates to all team members on products, promotions, regulations and guidelines.
* Manage and ensure that the bank and money products reconciliation is done as per the required schedule.
* Provide updates to branches on regulations and guidelines.
* Manage Western Union related queries for branches, including user ID and tokens.
* Ensure effective control and check on stop payment and refund process.
* Ensure all transactions are processed as per compliance and in line with the AML procedures.
* Provide MIS reports to Management with observations and recommendations.
* Assign tasks to team members and monitor the level of controls and measures taken.
* Provide guidance and ensure teamwork to create a highly engaged environment.
* Continuously monitor employee performance and enhance employee productivity.
* Perform other duties as per the requirement or instructions from the management.

**Client/Customer Focus**

* Partner and build relationships with continent workforce agency personnel.
* Streamline, simplify, and standardize operational processes and technology to deliver a better experience for the client and employees.

**Teamwork and Leadership**

* Executing training need identification to produce a training plan.
* Assigns and prioritizes staff workload.
* Conduct frequent feedback and coaching sessions with associates to identify above and beyond accomplishments, obstacles to success, opportunities for improvement, and to ensure optimal performance by each individual on the team Counsels, disciplines, reviews and hires staff.
* Establishes and monitors productivity and quality measurements for the Customer Service Team.

**Risk and Controls**

* Ensuring all customer and bank guidelines, policies, and procedures are followed as they relate to operations, internal audit and security, required training curriculum, and general management practices
* Ensure procedures and processes are being followed and are producing expected results, escalate gaps identified
* Protect the firm and our client by adhering to all cyber security, physical, and data security policies

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March-2007 to Jan- 2009**Weizmann Forex Ltd (**Senior Executive MIS/Customer Care**)**

August-1999 to March-2007**Kodak India LTD (**Warehouse In-charge**)**

April-1997to August-1999**Pennzoil Quacker State India Ltd (**Warehouse Assistance**)**

Monitors and coordinates the daily activities of the Financial Services Customer Service Team to ensure all customer service and self-pay collection activities are completed timely, accurately, and in a professional manner.