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| **PERSONAL INFORMATION** | **Syed Ale** | |
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| [Syedale-390392@2freemail.com](mailto:Syedale-390392@2freemail.com) | |
| Date of birth: 18/07/1987 | Nationality: Indian |
| UAE Driving license No: 3409583 | |
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|  | Banking Professional with 8+ yrs. experience in Banking products with key skills such as producthandling, business development & effortless customer service. | |
| **PERSONAL STATEMENT** | As an individual I am Interested in being part of an organization which thoroughly believes in growth, constant development with a vision of excelling against all the odds. I can be a professional of your interest who will not just add value to your company with his skill set but also always over achieve and excel any given tasks while ensuring profitable returns. | |
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| **JOB STATUS** | **ACTIVELY SEEKING AN OPPORTUNITY** | |
| |  |  | | --- | --- | |  | **PRODUCT/BUSINESS DEVELOPMENT/CONTROLS OFFICER/KYC & COMPLIANCE** | | | |
| **July 2017 –April 2019** | **The National Bank of Ras Al Khaimah (RAKBANK) Dubai, UAE** | |
| - AML Transactions Screening through World check, SAFEWATCH and SAS monitoring  - Post transaction servicing& Handling of customer issues  -Live Fx rate monitoring, alignment& Managing Daily Nostro Funding Requirements  -RAKMoneyTransfer Project coordination& Business Development  - Relationship Management of Third-Party Payroll companies like Edenred (C3), MINT, NOWMONEY and RAKBANK branches by providing end to end support for integrations, updates, service issues and business development.  - End to end handling of product launches for partners and arranging marketing and promotional activities for blue corridor individuals  - Expertise in acquiring business through payrolls clients and increased remittance annual growth of 10% in volumes and value  - Actively contributing towards overall remittance business growth by identifying business development opportunities, pitching and promoting the product to internal and external customers.  - Developing remittance with the prime focus on generating revenue for the bank through Fx and fee  -Handling of end to end Project Implementation and launching of RAKMoneyTransfer service to various countries.  **Achievements:**   * Successfully established relationship with multiple partner’s integrated systems and launched 45 corridors in total including India, Pakistan, Philippines, Sri Lanka, Nepal, Bangladesh, 25 European countries, UK and many others. * Successfully launched remittance to Sri Lanka through Block chain Technology on Ripple Network within a record project deliverance timeline of 15 days   - Achieved yearly CAGR of 15% overall while handling remittance business development for branches and other third-party relationships   * Achieved month on month transaction, revenue growth of 25% by bringing in High Value customers from Branches and volumes from payroll.   **Recognition:**  - Awarded by Service Excellence unit for contribution towards Dubai Quality Appreciation Awards (DQAA)  - RAKMoneyTransfer product was awarded “Remittance Product of Year” for 2017 by Asian Banker Middle East Awards Committee  - RAKMoneyTransfer was also awarded “Best Technological Innovation” by Seamless Terrapin in the year 2018 | |
| **May 2013 - July 2017** | **E-Channels Officer/Customer Service** | |
| **The National Bank of Ras Al Khaimah (RAKBANK) Dubai, UAE** | |
| - Customer service on Web Chat | |
| - Cross selling various bank products | |
| - Handle customer inquiries through Social Media | |
| - Number evaluation and daily comparison reporting through MIS  **Achievements:** | |
| - Constantly achieved and excelled quality standards and awarded accordingly  - Rewarded by Service Excellence team for receiving positive customer feedback | |
| **July 2011 - June 2012** | **Global Accounts Representative** | |
| **Amazon LLC – Hyderabad, India** | |
| - Amazon Web service invoice outstanding’s | |
| - Corporate Interactions | |
| - Managed a total portfolio of 100 clients; | |
| - Handled major businesses like Google, Dell, Deloitte, IMDB, 20th century fox and many more | |
| **July 2006 – April 2008** | **Service Specialist and Overdraft Accounts Specialist** | |
| **HSBC Global Resourcing Associate - Hyderabad, India** | |
| - Soft collections UK | |
| - Customer Service US & UK | |

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| **ACQUIRED SKILLS** | - Block Chain Technology enthusiast, API, P2P, B2B, Market Analysis  - Remarkable relationship management, negotiation skills  - Acquired high network customers  - Agile Project Management and SCRUM knowledge  - Adept in MS Excel and other Microsoft Office applications  - Excellent Presentation skills  - Ability to resolve issues with improvised solutions |
|  | - Improvised business communication skills  - Gained vital knowledge on Anti money laundering and the importance it holds |
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|  | - Stepping up to Management – HSBC (recognized by Online HARVARD BUSINESS SCHOOL) |
|  | - Creativity and Analytical Approach to Problem Solving – HSBC |
| **TRAININGS** | - Planning & Prioritizing - HSBC |
|  | - Coaching with Spirit – HSBC |
|  | - Business Continuity & Information Protection – HSBC  - Certified Anti Money Laundering (Level 2)  - Certified ERT leader |

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| **EDUCATION** | **Bachelor of Commerce Osmania University- Hyderabad, India - 2009** |