



# LIJINSHAH THAYYIL

ASSISTANT BRANCH  
SUPERVISOR



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Dubai UAE



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## About Me

Working as a Assistant Branch supervisor, having immense knowledge i managing a team under supervision. Highly hardworking , trustworthy, confident, resourceful, innovative and committed towards my profession.

## Education

**Christ College** 2009-2012  
Bachelor of Commerce

**Jnghs Mahe (Secondary)** 2006-2008  
Commerce

## Skills

- Team Work
- Work Ethic
- Communication
- Quick Learner
- Leadership
- Hardworking
- Customer Service
- Reporting & Analysis
- Cash Management
- Supervisory Skills
- Reconciliation
- Cash Handling
- Banking
- Finance

## Computer Profficiency

Ms Office Tools

Windows All Os

Banking Software

Expert Level in Internet Access

## Intersests

Driving

Music

## Work Experiences

### Assistant Branch Supervisor Lulu International Exchange 2018-2020

- Acquiring new clients. Convincing them to open their FX account with Lulu Exchange.
- Responsible for activities regarding sales, customer acquisition, customer relationship management, & maximizing revenue.
- Actively and constantly promoting Lulu's products and services to existing and prospective clients to meet individual branch as well as region's sales goals
- Networking within communities to find and attract new business assisted in revenue generations.
- Achieving targets for sales, revenue and profitability within a given time-frame(Weekly, Monthly, Quarterly)
- Managing the daily Operation, Cash area and the Electronic Branch as general
- Implementation and follow-up of AML(Anti Money Laundering) procedure
- Checking daily vouchers and reports
- Managing the daily Operation, Cash area and the Electronic Branch as general
- Making daily following up of my team performance to improve our branch performance in order to achieve branch target
- Checking the balance of the Vault to insure that the actual balance equal to systematic balance
- Other duties assigned by Branch Manage

### Forex Cashier Lulu International Exchange (2016-2018)

- Buying and selling foreign currencies from walk-in customers on a regular basis and from other Exchange Houses or Financial Institutions whenever the situation demands.
- Monitor daily ongoing market currency rate and decide the buying and selling rate for each currency to attract new customers/retain existing customers ensuring maximum profitability for the company safeguarding customer service intact.

## Languages

English	★ ★ ★ ★ ★
Hindi	★ ★ ★ ★
Malayalam	★ ★ ★ ★ ★
Tamil	★ ★ ★ ★

## Passport Details

Passport Number :- L4838732

Visa Status :- Visit Visa

Date of Expiry :- 05-03-2022

## Personal Dossier

Date of Birth :- 16-8-1990

Marital Status :- Married

Gender :- Male

Nationality :- Indian

## References

Available upon Request

## Objective

My main objectives is working in a place which is befit my specialize then build a career in this field by using my background, learn more, having more experiences and work in respectable organization where i can use my capabilities to assist the organization in their progress and up growth

## Declaration

I hereby declare that the above mentioned information is true , and i bear the responsibility for the correctness of the above mentioned particulars.

Date :-

Place :- UAE

- Handle clients' inquiries/complaints by phone and in person; resolve their issues within the company's guidelines and turnaround time. Escalate complicated issues accordingly to his/her supervisor.
- Achieve high "satisfaction feedback" from the business head and of other Departments with whom it may interact.
- Provide fast, excellent and error free remittance services (DD/TT/WU/CE etc) to customers from the published timing of the branch in a very professional way.
- Provide adequate and necessary information whenever required to Head Office, Administration Office or various departments in the company.
- Report all non-compliance, violations or deviations from approved policies/procedures of any colleagues to the Manager.

## Cashier

### Lulu International Exchnage(2014-2016)

- Provide fast and accurate error free remittances
- Other duties assigned from time to time by Operation Department.
- Achieve high "satisfaction feedback" from the business head and of other Departments with whom it may interact.
- Assist corporate customers on their representatives who visit the Bank, receiving and acknowledging their requests or Queries and routing it appropriately.
- Handle clients inquiries/complaints by phone and in person; resolve their issues within the company's guidelines and turnaround time. Escalate complicated issues accordingly to his/her supervisor.
- Log all complaints received at the Service Desk on CRM for routing to the Complaints Handling Unit.

## Personal Strength

- Communication :- Interpersonal skills-Verbal problem solving and listening skills in any Administrative
- Service :- Having a client focusses approach skills include Attentiveness and positive language
- Organization :- Helping others, organizing a to do list. Prioritizing tasks by the deadline for improving time management.
- Management :- Management skills to direct others and reiew others performance

Lijinshah Thayyil