**ABC UI** Ph: +971-52-576767

(Email: [ueroe@gmail.com](mailto:ueroe@gmail.com))

|  |  |  |  |
| --- | --- | --- | --- |
| **ACADEMIC QUALIFICATIONS** | | | |
| **Year** | **Degree/Examination** | **Institute** | **%/CGPA** |
| 2012 | PGDM (MBA) | **ABC** | 8.90/9.0 |
| 2010 | B.Tech. (Manufacturing Sc. & Eng.) | **ABC** | 9.19/10.0 |
| **PROFESSIONAL EXPERIENCE** | | | |

**Deputy Manager (Operations)**

**ABC, ABC June 2012- Till Date**

Current Assignments: (Manager- Branch, UAE Exchange) **Sep 2013- Till Date**

* Direct review and monitoring of all the financial transaction and international payments carried out in the branch
* Forecasting demand and supply of currency market and advise on adequate stocks
* Close monitoring and analysis of **currency stock market** and plan accordingly to increase the value of holding stocks
* **Devised and implemented** plan for sales for one of our pioneer multi currency travel card all across UAE
* **Handling** more than hundred corporate for their foreign currency and international payments requirements
* Active participation in the **customer planning** process lead by customer care department
* **Coordinate** with partnership team to ensure new and existing customer needs are managed
* **Coordinate** with Marketing team for cluster marketing and other related activities
* **Constant interaction** with Business Excellence, Business Solutions, Business Development, Smart Pay and other essential Departments to smoothen business activity

**Achievement:-**

* Devised a concept of **“connect to neighbourhood”** which is now implemented all across the UAE branches

**Skills:**

* Knowledge and expertise of remittance and foreign currency markets
* Knowledge of various payment options and reconciliation procedures
* Entrepreneurial with keen sense of ability to identify, create and develop opportunities that enhance UAE exchange’s positioning in Remittance industry with strong customer focus
* Devise strategy for **Customer Relationship** to attract repeat purchase across UAE branches

Strategic Projects:

* **Identified** top Operational Bottlenecks affecting **TAT** across all UAE Exchange branches
* **Recommended** centralization of Back Office Operations at Branch Level

|  |
| --- |
| **ACADEMIC & CO-CURRICULAR ACHIEVEMENTS** |

* **Recommended** for full time position at John Deere, based on the summer internship
* **State Level** Scholarship conferred by the Chief Minister Nitish Kumar, 2006
* **District Rank 4,** in **X Std**. board exam conducted by CBSE

|  |
| --- |
| **INTERNSHIPS** |

**ABC (Mumbai) Apr’11-May’11**

* **Analyzed** Custody Business opportunities in Indian and Global markets
* **Recommended** partnership with Global Custodian Banks to reach out to larger client base
* **Proposed** formation of a team for effective tracking of sector-wise investments

**JAIST (Japan) May’09-July’09**

* Worked in a project to understand Human Motion & its application to Humanoid Locomotion Control
* **Designed** a skull used for further research**,**  **Awarded** Membership of Cognitive Robotics Team, Japan

|  |
| --- |
| **PROJECTS AND PAPERS** |

**Godrej Live Project (IIM Calcutta)**

* **Gauged** consumer reaction to Godrej’s HI products(Protekt, HIT, Good Knight, Naturals)
* **Recommended** location based strategy for stores, **devised** incentive schemes for salesperson

**Marketing Communication (IIM Calcutta)**

* **Studied** Café Coffee Day’s consumer profile, In-house advertisements, sales promotions
* **Conducted** consumer survey to understand CCD and other players in coffee business