

ABC UI

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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
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