



SANJITH CHANDRAN

A dedicated, Resourceful and achievement-motivated MBA professional with **fourteen years** of experience in Administration, Customer Service and Business Operations.

Experience

2018 JULY- PRESENT

Lari Exchange Est (Abu Dhabi- U.A.E)

Officer In Charge (Branch Operations Unit), Jun 2023- Present

- Taking charge and supervising staff, Conducting investigations on service complains.
- Assisting the staff supervising daily operations and patrolling. Guide and encourage new employees.
- Provide refresher training for all employees. Restrict or exclude ill employees and take control and assess the situation
- Skills: Supervisory Skills · Team Building · Training · Time Management · Communication · Supervisory Management

Lead Officer (Branch Operations Unit), Jan 2021- June 2023

- Handling foreign currencies buying and selling.
- Managing the branch and monitoring the staff.
- Marketing and building a rapport to attract business and assisting with customer relations.
- Tallying physical cash and sending consolidated summary of cash report to management.
- Providing best transfer rates and forex rates for individuals and corporates.

Incharge of E-Branch Services & On Site (Branch Operations Unit), March 2020- January 2021

- Attending customers through website & WhatsApp portal. □
- Verifying customer as per KYC policies and executing their transactions. □
- Contacting Corporates, promoting and educating the services provided by E-Branch.
- Registering Corporates and executing their employees home country transfers.
- Handling inward remittances from individuals and corporates and doing KYC to wire their transfers. □
- Going to various onsite company camps to execute remittances for their employees on monthly bases. □
- Maintaining excellent relationship with company management and camp in charges.

Asst Lead Officer- (Branch Operations Unit), June 2019- March 2020

- Loading the ATM with local currency.
- Handling Incoming currencies and tallying the record.
- Handling customer inquiries and complains and resolving.
- Upselling Travelflex cards, card top-ups
- Utility payments-e& money, ADDC, ETISALAT, DEWA etc.

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EDUCATION

**Master of Business
Administration (Professional)**
Manomaniam Sundaranar
University, INDIA

2010

**Bachelor of Business
Administration**
Central Pacific University, USA

2006 - 2008

STRENGTHS

COMMUNICATION SKILLS

ADMINISTRATIVE SKILLS

REPORTING SKILLS

ORGANISATIONAL SKILLS

TIME MANAGEMENT

LEADERSHIP SKILLS

PRESENTATION SKILLS

LANGUAGES

ENGLISH	● ● ● ● ●
HINDI	● ● ● ● ●
TAMIL	● ● ● ● ●
MALAYALAM	● ● ● ● ●
ARABIC	● ● ● ○ ○

PERSONAL DATA

Date of Birth: September 4, 1986

Nationality: Indian

Sex: Male

Driving License: U.A.E Driving License

Teller/Remittances Executive- (Branch Operations Unit), July 2018- June 2019

- Making both local and international remittances transfers.
- Trained in KYC, AML, and Central Bank policy, OFAC review, and update.
- Reconciliation of different bank transactions, Cash flow review, transaction update, and amendments.
- Salary uploading and salary card delivery processing. (PAYMAX)

2015 AUGUST- 2017 SEPTEMBER

Q People Pvt Ltd (Bangalore – India)

Executive – Business Operations

- Identify business opportunities and prospects, researching and analyzing sales options.
- Maintain relationships with clients by providing support and service improvements.
- Contribute to team effort by accomplishing related results as needed

Al Moosa Enterprises- Thrifty Car Rentals (Abu Dhabi, U.A.E)

Accounts Dept- CML (Central Monthly Location)

Sept 2013- Jan 2015

- Expediting the payment process of overdue bills.
- Make sure that customers pay their payments within a certain time frame.
- Deal with weekly and monthly customers, Handle their payments.

Counter Sales Representative

June 2013- Sept 2013

- Professionally and effectively selling optional services, vehicle upgrades and other products.
- Work as a team player to ensure each customer receives excellent service.
- Qualifying and processing customer rentals with accuracy and attention to detail.

2011 SEPTEMBER- 2013 JANUARY

Con-Core Engineering Company (Kerala, India)

Sales and Administrative Executive

- Managing administrative activities involving purchase of equipment's, procurement and safety.
- Handling vendors and stock management.
- Specialization in handling back office operations, quotations, monthly billing, cheque, etc.
- Creating quotations based on customer requests.

2010 MAY- 2011 FEBRUARY

Barrancourt General Contracting (Abu Dhabi, U.A.E)

Sales and Administrative Supervisor,

- Update managers by consolidating analyzing, and forwarding daily action summary reports.
- Provide product, promotion, and pricing information by clarifying customer request.
- Forward samples by entering request, arranging shipment, notifying customer.
- Maintain customer database circulating monthly reports.

2007 OCT- 2009 JULY

Tyco Fire & Security L.L.C (Abu Dhabi, U.A.E)

Project Engineer in Coordination Department

- Handling various clients of UAE and GCC countries.
- Ordering required materials with proper documentation required.
- Handling International Orders & Shipment & Logistics.
- Procurement, Deliveries & Invoicing.