

RAMNATH A

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Seeking assignments in Financial Sector, Team Management & Customer Relationship Management.

SYNOPSIS

- ☐ A dynamic individual with 12 years of experience in Financial Sector & Customer Service.
- ☐ Comprehensive exposure in Customer Service.
- ☐ Reputation for thorough knowledge of Forex, Company Policies and Procedures.
- ☐ Expert in developing and maintaining proper relationships with the customers/distributors; sorted out operational and procedural issues with management, work teams and customers.
- ☐ Abilities in synergizing operations to facilitate organizational growth, institution-building, team management and strengthen organization culture through involved and motivated leadership.
- ☐ Expertise in creating Inter Personal Relationship.

CORE COMPETENCIES

- ☐ Team Management
- ☐ Up selling & Customer Retention Admin Activities
- ☐ Inter Personal Relationships

CAREER CONTOUR

- ☐ **November 2019 to December 2020 -FCM Travel Solutions India Pvt Ltd- (Foreign Exchange Company), Kochi as Assistant Manager - Forex Sales.**
- ☐ **January 2018 to November 2019 - Cox and Kings Financial Service Ltd- (Foreign Exchange Company), Kochi as Team Leader – Forex Sales.**
- ☐ **September 2017 to December 2017– R R SEN & BROS (P) Ltd- (Foreign Exchange Company), Ernakulam as Assistant Manager – Sales.**
- ☐ **September 2016 to September 2017- Weizmann Forex Ltd, Ernakulam as Deputy Manager – Business Development**
- ☐ **May 2015 to September 2016 with Joy Alukkas Money Exchange, Ernakulam as Assistant Manager – Business Development**

Job Role

- Dealing with clients viz. Banks, Overseas Education Consultants, Travel Agents, Corporates etc
- Responsible for SWIFT/Card Settlement of the Company
- Forex Branch Support and ensuring smooth running of branches
- Coordinating sales of Currencies/Cards /SWIFT across India to Banks, Public and Corporate.
- Ensuring the smooth functioning of Operations.
- Responsible for Customer Service Excellence at the branch.
- Compliance Management & Ensuring Quality Customer Service in all parameters.
- Co-ordination with HO and other Inter Departments for resolving various issues in related areas.
- Imparting training to new joiners on the process and product operations.
- Promoting Up selling & Retention of Existing Customers.
- Responsible for building business for the branches allocated.

□ November 2008 to December 2014 with XM SOFTWARE SOLUTIONS - UAE Exchange as Operation Officer (Remittance & Forex Operations)

Job Role

- Conversion of Foreign transfer currencies into Indian currencies and crediting to respective beneficiary.
- Maintained various required MIS, Bank Follow ups.
- Uploading & authorizing payments for remittance transactions.
- Transaction File Upload & Validation within TAT.
- Identification of customer transactions, Reconciliation of statements provided by banks.
- Providing training to less experienced personnel and assisting in supervisory responsibilities.
- Monitoring of Fund Position for processing the transactions.
- Providing Credit confirmation to remit through SMS alert.
- Bank follow-ups regarding the money remittances done.

ACADEMIA

B.Sc from M G University in March 2007.

PROFESSIONAL QUALIFICATION

- Passed CCNS (CMS Certified Network Specialist) and MCSA (Microsoft Certified Solutions Associate) through CMS, Ravipuram, Cochin.

PERSONAL DETAILS

Sex : Male
Date of Birth : 02-10-1986
Marital Status : Married
Languages known : English, Malayalam, Hindi, Konkani
Permanent Address : 8/824, L.I.G5, Santhi Nagar, Koovappadam, Ernakulam, Kerala, India

REFERENCES

Name	Occupation/ Designation & Organization Name	Contact Number
MAHENDRA SHENOY	DEPUTY MANAGER- FOREX INDUSIND BANK	8589004122
ANTONY DEAN	DEPUTY MANAGER - CREDIT INDUSIND BANK	9946244499

DECLARATION

I hereby affirm that the information in this document is accurate and true to the best of my knowledge.

Kochi

Ramnath.A