



# MOHAMMAD AL MAMUN

BRANCH HEAD



Building 35, Flat 103 EWANS  
Residence, DIP1, Dubai, United Arab  
Emirates



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## ABOUT ME

Highly qualified Branch Head with over all 14 years of comprehensive experience, with an exceptional track record of successful branch operations by attaining the annual budget of the company through exceeding allocated revenue and product wise target, effective cost management, vigilant internal control, staffing and at most customer satisfaction of an internationally recognized customer oriented exchange, looking forward to expand my career in management profile where full competencies and experience can be exhibited.

## LINKS

### LinkedIn:

<https://www.linkedin.com/in/mohammad-al-mamun-17379029>

## LANGUAGES

ENGLISH

BANGLA

HINDI

URDU

## DRIVING LICENSE

### Driving license category

Light Vehicle Driving License

## WORK EXPERIENCE

### UAE EXCHANGE CENTRE LLC

Dubai, UAE

Aug 2007 - Present

### Branch Head

#### KEY ACCOUNTABILITIES:

- Monitor the performance of the Branch
- Provide operations support for all product lines of Money Transfers and Forex for Branch
- Achieve the targets set for the Branch for foreign exchange
- Achieve the targets set for the Branch both in terms of volumes and profits for Remittance
- Spearhead the community based marketing campaigns, Branding and Business Development Activities.
- Monitor and Adhere Quality customer service levels and product delivery at the retail Branches
- Evolve, implement and monitor performance based incentive plan of the Staffs and also render and Execute a Yearly Training and Human development platform for the Branch.

**JOB CONTEXT:** A general commentary of any aspects of the job that do not fit logically in the other sections e.g. current projects, operating context/environment

- Ascertaining the Smooth operations of amigo, the unique operating platform designed and owned by UAE Exchange in the day to day operations and suggesting new process development applications through day to day analysis.
- Ensuring daily reconciliation of journal and ledger entries in BOS the unique accounting platform designed and owned by UAE Exchange.
- Expertise in all the operating systems and software of the UAE Exchange inclusive of the applications pertaining to Express Money – The Instant Money Transfer Brand owned by UAE Exchange and pivotal in Suggesting and implementing new ideas for the process reengineering and development.
- Designing and Implementation of new control standards for better AML Compliance within the Branch.
- Structured the roles of Supervisors and redesigned the selection process of Supervisors within the Branch.

**Branches worked as a Branch Head** – Liwa Branch, Ghayathi Main Branch, Al Ain Sanayya Branch, Al Khan Branch, DIP2 Branch, Al Quoz Main and Al Quoz3 Branches

- Individually handling a team of 22 with 8 different Nationalities which includes 1 Relationship officer, 2 Branch compliance Officer, 4 Supervisors and 15 staffs with a team of FC cashiers, AED cashiers, driver and office boy.
- Pivotal in maintaining the branch as the Highest Remittance transaction generating branch in the country - Gross Income earned by the branch being 6 million AED and the net profit

PERSONAL DETAILS

Date of birth  
20/12/1982

Nationality  
Bangladeshi

Visa status  
Employment Visa

Marital status  
Married

REFERENCE

AVAILABLE UPON REQUEST

being an average of AED 3 Million per annum. Cemented and Handling the relationships of all the leading exchange houses and other trading companies in Al Quoz.

- Managing sales and ops of various fund transfer products viz., Bank transfers through amigo, TT, DD modules, Instant Money Transfers like Xpress money Transfer, Western union, TMT, utility payments , popularizing and cross selling investment products like National Bonds, FGB Savings certificates, DU, Etisalat and ADDC utility payments etc and other inward/outward payments with an average foot -falls of 35,000 in a month.
- Pivotal in verifying, tallying the cashier cash balances, closing the day cash activities with required system and register entries and dispatching an average of 5 million Dirham collected from the branch to the HO-Accounts every day.
- Handling Branch Compliance in line with all the AML and CTF PROCEDURES AS LAID DOWN BY THE CENTRAL BANK OF UAE and KYC norms. Monitoring all the branch operations are at par with all the provisions in regard to the AML and related laws.

Implemented:

- New process to identify best staff of the month in 5 categories.
- New checklist for day end process in tallying cash and Supervisory assignments.
- Modified Branch Compliance system in line with all the LAID DOWN POLICES AND PROCESUDRES BY THE CENTRAL BANK OF UAE.
- Weekly team performance report and fortnightly team meeting reports from Supervisors.
- Initiated various numbers of corporate visits. Conducting on daily basis road shows and marketing activities around Al Quoz areas.

Achievements and Awards:

- Received Super Achiever Award by becoming Best Performing Branch Head in 17th July, 2018
- Received Service Excellence Award by outperforming and achieving revenue target of H1 in 18th September, 2017
- Received special appreciation award for outperforming and achieving the set target of Pakistan Corridor business during the promotion of JASHN E KHAAS 2019
- Received Best Performing Branch Head award in a business initiative named Score On Core run by Abu Dhabi Zone during the tenure in Liwa Branch on 2013
- Recognized as one of the top performing Branch Heads in different business parameters in CHASE a business initiative run by the country during the tenure in DIP2 in 2019
- Made highest number of Remittance Counts 18756 in a single month since the inception of DIP2 Branch on 2018
- Made highest number of Remittance counts in the country in a single month 23431 transactions during the tenure in Ghayathi Main Branch on 2014

**BANGLALINK  
TELECOM**  
Dhaka, Bangladesh  
Nov 2006 - Jul 2007

**Business Development Officer**

Roles and Responsibilities:

- Establishing and maintaining strong Professional working relationships with clients.

- Ensure all sorts of sales & service regarding BE (Banglalink Enterprise) with minimum possible time period.
- Receive work order and physically deliver the products according to customers' demand.
- Ensure after sales services for BE clients.
- Visit existing and potential clients, follow up status, update with new products and additional features of existing products.
- Gather information about customers, market, and competition.
- Attend & execute different customer retention program in coordination with Direct Sales Concept Team.
- Continually learning of new products and acquiring better selling skills.
- Arrange product & VAS (Value Added Service) demonstration for clients.
- Active participation in Zonal Sales Process to meet the quarterly sales target.
- Effective contribution in Divisional Sales Target Achievement.

## EDUCATION

**NATIONAL  
UNIVERSITY OF  
BANGLADESH**  
Dhaka, Bangladesh  
2005

**Bachelor of Science**  
B.Sc (Hons) in Physics

## SKILLS

A THOROUGH PROFESSIONAL WITH A PROACTIVE ATTITUDE, CAPABLE OF THINKING IN AND OUT OF THE BOX, GENERATING NEW DESIGN SOLUTIONS AND IDEAS.

POSSESS EXCELLENT INTERPERSONAL, COMMUNICATION AND ORGANIZATIONAL SKILLS WITH PROVEN ABILITIES IN TEAM MANAGEMENT, CUSTOMER RELATIONSHIP MANAGEMENT AND PLANNING.

WELL ORGANIZED PERSON WHO UNDERTAKES EACH TASKS WITH PRECISION AND CARE

HARD WORKING, SELF MOTIVATED WITH STRONG DESIRE TO EXCEL

## COURSE

**BANGLADESH  
NATIONAL YOUTH  
FOUNDATION**  
Dec 2006

**Diploma in Computer Science**

## HOBBIES

SURFING ON INTERNET, READING BOOKS, WATCHING MOVIES