



MUTHUKRISHNAN ASHOKAN

Branch Operations Supervisor



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WORK EXPERIENCE

Experienced

ABOUT ME

Having a Master's Degree MBA with 10 years of experience in the Financial sector. Expertise in Branch operations, Cash management, currency dealing complaints Handling, customer service, EWPS, and Payroll Processes.



Education

- **High School**

Government high School
state board
Peravurani, Tamil Nadu

Completed, June 2004
Marks 41 %
Division I

- **High School**

Punitha Arockia annai higher secondary school
State board
Pattukkottai, Tamil Nadu

Completed, June 2006
Marks 81 %

- **Bachelor of Commerce, Commerce with computer application**

Dr.SNS Rajalakshmi College of Arts and Science
Bharathiar University
Coimbatore, Tamil Nadu

Graduated, May 2009
Marks 61 %

- **Master of Business Administration, Finance and Marketing**

SNS College of Engineering
Anna university
Coimbatore, Tamil Nadu

Post Graduate, June 2011
Marks 76 %
Division I



Work Experience



January 2021 - Current

BRANCH OPERATIONS SUPERVISOR

FEDERAL EXCHANGE

DUBAI, DUBAI

United Arab Emirates

- Perform product & services promotional & sales activities in the branch. Visit nearby customers & sell them our product & services and contribute in achieving quarterly & annual branch target set by Management.
- To manage day-to-day branch operations to ensure efficiency & compliance with operational & security policies including Operations, Product Sales, and Customer Service to ensure maximum profitability.
- Create financial reports and support all areas of responsibility within the team.
- Preparation of monthly performance reports and product-wise sales reports.
- Reconciliation and cash management.
- Identifying the needs of customers and extending the service accordingly.
- Monitoring and analyzing Income & Expenses of the branch.
- Maintaining required quality and procedural standards within the branch.
- Review and rectify the monthly audit report (internal & external)
- Implementing policies that generate trust between the bank and customers.
- Attending the management meeting and implementing the orders /targets to the branch.
- Manage Branch level AML-CFT compliance activities as a branch MLRO.
- Managing and motivating staff to deliver exceptional customer service in a busy high-street branch



January 2019 - March 2020

HR Officer

COTTON BLOSSOM INDIA PVT LTD

ERODE, Tamil Nadu

- Assisting with day to day operation of the HR functions and duties
- Payroll processing (absence, bonus, increment, leaves ,etc)
- Attendance management
- Maintain leave record of employees
- Grievance handling
- Statutory compliance
- Monitoring employee performance
- Security handling
- ESI & EPFO process
- Recruitment and selection
- Clerical and administrative support to HRD



April 2017 - December 2017

Assistant Supervisor

MAWARID EXCHANGE LLC

DUBAI, DUBAI

United Arab Emirates

- Managing and motivating staff to deliver exceptional customer service in a busy high street branch
- Working hard to attract new customers and their by boosting the branch profit, including Visiting Corporate & business customers.
- To ensure efficient administration and daily operation of a full service branch office,
- including Operations, Product Sales and Customer Service to ensure maximum profitability.
- Create financial reports and support all areas of responsibility within the team
- Preparation of monthly performance report and product wise sales report
- Identifying the needs of customers and extend the service accordingly
- Apply the best efforts to market and sell the products like insurance, WPS, Labour guarantee and money products.
- Monitoring and analyzing Income & Expenses of the branch
- Maintaining required quality and procedural standards within the branch
- Keeping an eye on competitor activity
- Developing Implementing and Maintaining a Business Plan for the Branch Target
- Review and rectifying the monthly audit report (internal &external)
- Implementing policies that generate trust between the bank and customers
- Submitting appraisal report of the staff to the hire management
- Attending the management meeting and implement the orders /targets to the branch.



December 2013 - March 2017

Senior Customer Relation Executive

AL AHALIA MONEY EXCHANGE BUREAU

DUBAI, DUBAI

United Arab Emirates

- Developing Implementing and Maintaining a Business Plan for Branch Target.
- Filing of Suspicious Transaction Report (STR) to AML department.
- Compliance monitoring including KYC and Customer Due Diligence
- Provide information and guidance to branch customers through the delivery of Excellent customer service to resolve customer queries and achieve Customer Satisfaction.
- Conduct outside sales calls to potential businesses /corporate customers.
- Supporting the daily activities of the branch.
- Providing fast, excellent and error-free global remittance (DD/TT/PT, etc.) to customers in a very professional way
- Performing all operations of Western Union, Money gram, Xpress Money, Trans fast, cash express Ez remit.
- Daily cash and Cheque handling foreign payments.
- Ensuring that the till balance up at the end of the day.
- Answering Any Financial and Banking Queries.
- Verifying customer data to detect and identify financial fraud.
- Maintain and Develop Customer Relations, New Business and Periodic Visit to Existing Customers.
- Update the daily business environment and report to the head office.



September 2011 - September 2013

Supervisor

PEEKAY STEEL CASTING (P) LIMITED

COIMBATORE, Tamil Nadu

It is an ISO 9001:2008&TUV Certified Company. The major customers are the caterpillar, camaron, weir valves, general engineering, dresser, audco India limited, MIL, BHEL, Severn glocon, flow serve ,leser, ARI, ORION, protege, Valvosider S.r.l, Tyco valves, ALSTOM. Major products include valve castings and Engineering steel castings.

- Materials management and manpower management.
- Check and ensure all moulds are poured or not and also take the stock of Un poured moulds.
- Drafting a daily heat plan against production.
- Check and ensure the mould quality and production as per the plan.
- Knockout meeting and production review meeting.
- Refers next 3 days plan and also ensure the materials available or not.
- Check and ensure the mould quality and production as per the plan.
- Monthly presentation to the management against plan and achievement.
- Drafting skill matrix for the workmen in my department.
- Quarterly analysis of process-wise cost saving to the organization.
- Coordinating with the Quality team for NCR analysis and CAPA.



Training and Certifications

- Anti-Money Laundry , Foreign Exchange and Remittance Group [FERG], 2017
- Anti-Money Laundry , Al Ahalia money Exchange Bureau, 2015
- RAJYA PURASKAR, THE BHARAT SOUTS & GUIDES, 2004
- Trainer's training programme on entrepreneurship development, National Institute for Entrepreneurship and Small Business Development. NIESBUD, 2019



Skills

- Excellent customer service skills
- Financially and Commercially Aware
- Anti-money laundry
- Forex
- Branch Operations
- Excellent Microsoft/Open Office skills
- Remittance, Money Product
- Cash management
- Can work under pressure and in a fast-paced environment
- EWPS (Wages Protection System)
- payroll process



Languages

- Tamil ●●●●
- English ●●●●
- Hindi ●●●●
- Malayalam ●●●●



Personal Interests

- Agriculture
- Cooking



Personal Details

Father's Name:	Mr. ASHOKAN	Marital Status:	Married
Birthday:	03/06/1988	Nationality:	Indian
Gender:	Male	Passport No.	U4388036, Expires 09/23/30

Address: AL Khail Gate Ph 1 Bldg 16 RN 306
DUBAI -
United Arab Emirates

Declaration

I, MUTHUKRISHNAN ASHOKAN, hereby declare that the information contained herein is true and correct to the best of my knowledge and belief.

MUTHUKRISHNAN ASHOKAN

Thanjavur , Tamil Nadu

