

# SANOOP KURIAN

PO Box 686001  
Building # 644  
Mobile: +91-7306668663 Email: sanoop7@gmail.com



## **CAREER OBJECTIVE**

Seeking career in a quality environment which offers an opportunity to build and refine my knowledge in order to contribute the growth of the organization.

## **PERSONAL SUMMARY**

A well presented, industrious and highly personable individual who has extensive in-depth experience in Forex management. Able to gain the trust of customers by interacting with people of all backgrounds. Also having proven records of contributing towards the profitability of previous employers by generating income & revenue growth.

## **EDUCATIONAL QUALIFICATION**

Bachelor of Arts (Economics) from M G University Kottayam

## **COMPUTER SKILLS**

Expert knowledge and experience in MS-Word, MS-Excel and MS-PowerPoint.

## **WORK EXPERIENCE**

### ***UAE EXCHANGE CENTRE LLC***

#### ***SR CUSTOMER RELATIONSHIP OFFICER (CORPORATE DESK IN CHARGE)***

From April 2012 – Currently Employed

Location – Abu Dhabi, United Arab Emirates.

#### ***Key Responsibilities:***

- Develop strategies for maintaining and further penetrating existing corporate accounts
- Develop focused strategies for acquiring, retaining, and growing corporate clients
- Maintaining the existing client relationships and identify new business opportunities
- Studies industrial, commercial, economic and financial situation relating new and existing clients
- Taking orders from corporate clients as per their requirements of foreign currency and delivered to the office.
- Dealing with large and small companies to promote the Allied products
- To execute remittance transactions via bank transfer to personal accounts, company accounts by taking the necessary documents to avoid future enquire and also by name (Xpress Money and Western Union) to all over the world.
- Assist customers to receive money by collecting the PIN which will be provided by the sender and will be giving the amount by verifying their identity properly to avoid fraudulent acts.
- To effectively handle customer enquiries, over phone and in person and solving their problems in transaction as early as possible and retaining the customer by giving proper service.

- Register complaints, if required and do proper follow up to make sure it is resolved and collecting customer suggestion forms and update the management by giving proper reports by mentioning the improvements to be done.
- Checking the available stock of currencies and will make the list of currencies which are required for the daily process. After that checking the market trend of the respective currencies and booking those currencies with the approval of Branch Manager
- Suggestive cross selling of UAE Exchange products i.e. Gold Card, Go cash Card, First Gulf Bank Saving Certificate, National Bonds etc. by providing the accurate information which will be inducing them to buy these products.
- End of the day sending Daily Tally Report to area manager copying to branch head and zonal head and also to remittance and central operations team. Sending Cash Verification Reports, Smart pay Payroll Report to operations team is also done.

❖ **MEDICAL REPRESENTATIVE-5 MONTHS**(01/11/2011- 31/03/2012)  
SOMATICO PHARMACAL  
Navi Mumbai.

❖ **MEDICAL REPRESENTATIVE-1 YR 6 MONTHS** (07/09/2009 -01/02/2011)  
MARK (INDIA) COSMED PVT .LTD  
Ghatkopar (E) Mumbai-400077

❖ **BUSINESS DEVELOPMENT EXECUTIVE -8 MONTHS** (03/10/2008-31/08/2009)  
ING VYSYA LIFE INSURANCE PVT LTD  
Collectrate P O, Kottayam-686003

❖ **ASSISTANT MANAGER-RELATIONS -6 MONTHS** (01/4/2008 –30/09/2008)  
INDIA INFOLINE PVT LTD  
Y.M.C.A LINE, SASTHRI ROAD Kottayam-686002

## **PERSONAL INFORMATION**

|                   |   |                                                           |
|-------------------|---|-----------------------------------------------------------|
| Permanent address | : | Kunnumpurathu House,<br>Puthenangady, Kottayam-<br>686001 |
| Date of birth     | : | 28/03/1987                                                |
| Nationality       | : | Indian                                                    |
| Marital status    | : | Single                                                    |
| Religion          | : | Christian                                                 |
| Languages Known   | : | English, Hindiand Malayalam                               |
| Passport Number   | : | U0471523                                                  |
| Place of issue    | : | Abu Dhabi                                                 |
| Date of expiry    | : | 28/11/2030                                                |
| Interests         | : | Traveling and listening to music                          |

## **DECLARATION**

I hereby state that above mentioned information is correct and true to the best of my knowledge. If I were placed in your esteemed organization, I will discharge my duties with utmost sincerity and to the full satisfaction of the organization.

Place :  
Date :

**SANOOP KURIAN**