



# MUTHUKRISHNAN ASHOKAN

Branch Operations Supervisor

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Sharjah, United Arab Emirates

## SUMMARY

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Results-driven professional with an MBA and 10 years of experience in the financial sector. Proven expertise in branch operations, cash management, forex, global remittance, and customer service. Strong skills in handling complaints, KYC-AML/CFT compliance, EWPS, and payroll processes. Committed to delivering high-quality service and optimizing operational efficiency.

## EXPERIENCE

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01/2020 - Present

### Branch Operation Supervisor

FEDERAL EXCHANGE

Experienced in managing day-to-day branch operations to ensure efficiency and compliance with operational and security policies. Skilled in overseeing operations, product sales, and customer service to maximize profitability. Proficient in creating financial reports, preparing monthly performance and product sales reports, and managing cash reconciliation.

Key responsibilities include:

- Identifying customer needs and delivering tailored services.
- Monitoring branch income and expenses to enhance financial performance.
- Maintaining quality and procedural standards.
- Reviewing and rectifying internal and external audit reports.
- Implementing policies that foster trust between the bank and customers.
- Attending management meetings to implement directives and targets.
- Overseeing AML-CFT compliance activities as the branch MLRO.
- Providing exceptional customer service by addressing queries related to payments and billing.

01/2019 - 03/2020

### HR Operations Assistant

COTTON BLOSSOM INDIA PVT LTD

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

04/2017 - 12/2017

### Assistant Supervisor

MAWARID EXCHANGE LLC

12/2013 - 03/2017 **Senior Customer Relation Executive**  
AL AHALIA MONEY EXCHANGE BUREAU

09/2011 - 09/2013 **Supervisor**  
PEEKAY STEEL CASTING (P) LIMITED

## EDUCATION

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06/2009 - 06/2011 **Finance and Marketing**  
SNS College of Engineering  
Master of Business Administration

05/2006 - 05/2009 **Commerce with computer application**  
Dr.SNS Rajalakshmi College of Arts and Science  
Bachelor of Commerce

## CERTIFICATES

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Present **RAJYA PURASKAR**  
The Bharat Scouts & Guides

Present **Trainer, Entrepreneurship Development Program**  
National Institute for Entrepreneurship and Small Business Development

Present **AML - CFT Compliance Training**  
Federal Exchange  
Conduct comprehensive training sessions on Anti-Money Laundering (AML) and Counter Financing of Terrorism (CFT) for staff, ensuring adherence to regulatory requirements.

## SKILLS

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Cash management	Administrative Support
Financial Awareness	Fast-Paced Environment
Compliance and Regulations	Wages Protection System (EWPS)
Accounts and Reconciliation	Branch Operations
Foreign Exchange	Global Remittance Process
Customer Service	

## LANGUAGES

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Hindi	Tamil
Malayalam	English