



# SYED SHANI KIRWANI

## SENIOR MANAGEMENT PROFESSIONAL- Branch Operations

+91 9002556680

shanikirwani@gmail.com

linkedin.com/in/syed-shani-kirwani-05b203126

### PROFILE SUMMARY

- **Dedicated and Results-Driven Branch in Charge** with 12 years of experience in leading and managing branch operations. Proven track record of driving business growth, optimizing processes, and delivering exceptional customer service.
- **Skilled in overseeing daily operations, including** staff management, sales targets, and inventory control. Effective communicator and team leader, adept at fostering a positive work environment and motivating staff to achieve organizational goals. Overseeing the existing issues and trends within the library services field.
- **Expert in providing excellent customer service**, resolving issues promptly, and maintaining a clean and organized cashier area. Strong multitasking abilities, with a track record of managing high-volume transactions while prioritizing customer needs. Committed to upholding financial integrity and contributing to a positive shopping experience for customers.



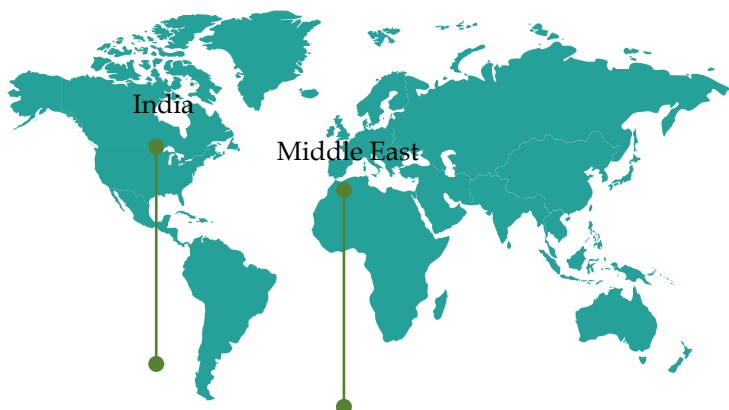
### CERTIFICATIONS

- Anti Money Laundering (AML) and Combating Terrorist Financing (CTF) from AL Muzaini Exchange Company in 2023.
- Time Management - Soft Skills Training from AL Muzaini Exchange Company in 2019.
- Certificate of Excellence from Spencer's Retail in 2010.
- Certificate in Financial Accounting System from Academy of Software Technology in 2013.

### EDUCATIONAL DETAILS

- **Graduated** from NSOU in 2012.

### GLOBAL SPAN



### CORE COMPETENCIES

Tellers Operations Management

Strategic Planning

Cash Handling

Branch Handling

Customer Service

Inspirational Leadership

Emotional Intelligence

Compliance Management

Dynamic Future-Focus

Escalations

### PROFESSIONAL EXPERIENCE

#### Branch in Charge

Al Muzaini Exchange Company, Salmiya , KUWAIT

01/2019 - 12/2023

- Managed a team of employees, providing coaching, training, and performance evaluations to ensure optimal productivity and customer satisfaction.
- Implemented initiatives to improve operational efficiency, streamline processes, and enhance customer experience.
- Handled escalated customer complaints and concerns, resolving issues promptly and effectively to maintain customer loyalty and satisfaction.
- Oversaw the head teller and tellers in the branch and assisted with customer service to ensure overall customer satisfaction.
- Logged all transactions promptly, accurately, and in compliance with company procedure.
- Remittance all over the world through Swift, Telex and Western Union

#### Assistant Accountant/ Store Management

HRA General Trading L.L.C, Dubai, UAE

09/2014 - 09/2018

- Assisted in preparing and analysing financial statements, including balance sheets, income statements, and cash flow statements.
- Supported the month-end and year-end closing processes by reconciling accounts, posting journal entries, and preparing financial reports.
- Conducted bank reconciliations to ensure the accuracy and completeness of financial transactions recorded in the general ledger.
- Processed accounts payable transactions, including vendor invoices, expense reports, and employee reimbursements, ensuring timely and accurate payments..

#### Cashier

Max Fashion (Land Mark Group), Kolkata, India

02/2011 - 02/2012

- Processed customer transactions, including cash, credit card, and electronic payments, with accuracy and efficiency.
- Handled cash, checks, and other forms of payment, making change accurately and following established cash-handling procedures.
- Greeted customers, answered questions, and provided assistance with product inquiries, promotions, and store policies.
- Maintained a clean and organized checkout area, including stocking bags, cleaning equipment, and replenishing supplies as needed.
- Balanced cash drawers at the beginning and end of shifts, reconciling cash, checks, and credit card receipts to ensure accuracy.

### PRIOR EXPERIENCE

#### Customer Service Associate

Spencer's Retail LTD (RPG Group), India

05/2008 - 05/2011