

# ROHIT KRISHNA R

## BRANCH MANAGER

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## PROFESSIONAL SUMMARY

Results-driven Branch Manager with proven expertise in branch operations, cash management, compliance, sales growth, and customer relationship management within GCC financial services. Strong leadership, risk control, and revenue optimization skills with hands-on experience in money exchange, trading, and financial services operations.

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## WORK EXPERIENCE

### BRANCH MANAGER

Al Jadeed Money Exchange LLC – Muscat, Oman

2023 – Present

- Oversee end-to-end branch operations including cash handling, foreign exchange transactions, remittance services, and customer service to ensure seamless daily operations.
- Manage branch profitability by achieving monthly revenue targets, controlling operational costs, and improving transaction efficiency.
- Ensure strict compliance with Central Bank regulations, AML policies, KYC procedures, and internal audit standards to minimize operational risk.
- Supervise, train, and evaluate branch staff, improving employee productivity and service quality through continuous performance monitoring.
- Implement customer retention strategies, resolving escalated complaints and maintaining high customer satisfaction levels.
- Monitor daily cash positions, vault balances, and reconciliation reports to ensure zero discrepancies and secure cash controls.
- Prepare and analyze branch MIS reports, sales performance data, and compliance documentation for senior management review.
- Lead branch sales initiatives, cross-selling exchange and remittance services to increase customer base and transaction volumes.
- Coordinate with head office and compliance teams to ensure timely reporting, audits, and operational alignment.
- Drive operational improvements that enhanced workflow efficiency, reduced turnaround time, and strengthened branch performance.

### CASH SUPERVISOR

KM Trading Partners Company – Muscat, Oman

Sep 2019 – 2023

- Supervised cashiers and counter staff, ensuring accurate billing, professional customer interaction, and adherence to company policies.
- Managed daily cash distribution, drawer allocation, and shift-wise cash balancing to maintain strong internal controls.
- Verified end-of-day sales reports and reconciled cash drawers against system transactions with zero tolerance for discrepancies.
- Oversaw counter operations during staff breaks, ensuring uninterrupted service and smooth customer flow.
- Monitored cashier behavior, customer service standards, and compliance with pricing and transaction procedures.
- Handled customer complaints, provided immediate resolutions, and guided team members on service improvement.
- Inspected stock levels at counters and shelves, coordinating with inventory teams to maintain availability and cleanliness.
- Authorized and supervised age-restricted product sales in line with regulatory and company guidelines.
- Assisted management with daily operational reporting, cash summaries, and variance analysis.
- Improved cash handling efficiency and reduced operational errors through disciplined supervision and process enforcement.

## CUSTOMER SERVICE EXECUTIVE

Muthoot Fincorp Ltd – Kerala, India

Mar 2017 – Jul 2019

- Conducted marketing and promotional activities to increase awareness and growth of gold loan and financial products.
- Prepared branch MIS reports, tracked sales performance, and supported branch revenue monitoring.
- Assisted customers with loan applications including personal, auto, and gold loans while ensuring documentation accuracy.
- Managed customer data entry, account verification, and confidentiality in compliance with company policies.
- Supported branch sales campaigns, upsold financial services, and trained new staff members.

## KEY SKILLS

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Branch operations management | Team leadership and staff supervision | Cash management and vault control | Sales target achievement and revenue growth | Customer relationship management | Regulatory compliance and audit readiness | Risk management and fraud prevention | MIS reporting and data analysis | Business development and marketing strategies | Conflict resolution and complaint handling | Performance monitoring and KPI management | Cross-functional coordination | Process improvement and operational efficiency | Staff training and mentoring | Financial transactions monitoring | Service quality assurance | Decision-making and problem solving | Time management and multitasking |

## EDUCATION

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### **MBA – Finance Management**

Jaipur National University, Jaipur, Rajasthan (Pursuing)

### **Bachelor of Commerce**

Kerala University, Graduated – April 2016

### **Intermediate**

Government of Kerala Board of Higher Secondary Examination, Kerala  
Completed – March 2013

## ADDITIONAL INFORMATION

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**Nationality:** Indian

**Date of Birth:** 27/10/1995

**Languages:** English | Hindi | Arabic | Malayalam

**Passport No:** P6553932 (**Expires:** 09/04/2027)

**Visa Status:** Valid Oman Residence Visa