

## CURRICULUM VITAE



### SHIJO ABRAHAM

Customer Service Officer ( Br. Manager)

A well networked and highly successful branch manager with extensive customer service experience and of working to set schedules and deadlines. Boasting a strong background of supporting staff & senior management, as well as possessing an excellent commercial approach to solving problems and developing business. Having the commercial and visual awareness to drive sales, manage profit and loss and ultimately increase branch profitability.

#### Email ID

shijoymodayil@gmail.com

#### Present address

Al Ittihad Builiding  
King Faisal Street  
Umm Al Quwain  
UAE

☎ +971 0509311599

#### Permanent address

Thazhathumodail (H)  
Ayyiroor padam P.O  
Kothamngalam, kerala,  
India

#### Personal data

DOB : 22/10/1985

Sex : Male

Nationality : Indian

Marital Status : Married

Passport No : X5691839

Issue Date : 23/02/2023

Expiry Date : 22/02/2033

Place Of issue : Cochin

#### Languages known

English, Hindi, Malayalam,  
Arabic

#### PERSONAL SUMMERY

As branch manager in Muscat international Airport branch and Salalah International Airport branch, Immigration visa counter cum foreign currency exchange Al Jadeed Exchange Oman. 10 years of proud experience in foreign currency dealing and tourist visa issuing for Oman.

#### EDUCATION

##### **Bachelor of Commerce**

Annamalai University, Tamilnadu, India  
2007 - 2010

#### WORK EXPERIENCE

##### **Branch Manager**

Al Jadeed Exchange, Muscat Int. & Salalah Int. Airport  
From- 07/2011 to 05/2021

#### Duty's and Responsibly

Worked with Track record of delivering tangible results of employers, posse's good communication and people skills. Personal qualities include strong work ethics, Autonomy, Adaptability, and result oriented attitude.

- Managing daily closing and online posting of remittances
- Controlling and Functioning of Locker
- Having depth knowledge in all remittances product and their accounting procedure.
- Strong understanding of new technologies and how they can be applied in operational issues
- Develop and manage strategic relationship between clients.
- Controlling & merging Branch and head office accounts
- Ensure the customer services of highest standard in the team.
- Monitoring currencies rate and handling Bulk Purchase & Sales.
- All branch operation and correspondence with seniors with the branch performance and transaction reports.
- Manage staff by preparing work schedules and assigning specific duties
- Ensure growth in business and the branch profits

- Ensure all the actions of the branch are in line with directives of the Central Bank of Oman and other prevailing rules and regulations.
- Meet with any deadlines set by the Head Office
- Determine areas needing cost reduction and program improvement

### **Branch Head**

Manappuram Finance LTD, Mumbai, India

From- 02/2006 to 05/2011

- Ensure the customer services of highest standard in the team.
- Controlling and Functioning of Locker.
- Having depth knowledge in all Gold Loan, Fixed Deposit, and Business Loan etc... and their accounting procedure.
- Manage staff by preparing work schedules and assigning specific duties and Determine areas

### **SKILLS**

- Cash Management
- Forex Management
- Foreign Currency Exchange
- Customer Service
- Good Organization
- Good knowledge in all online remittance
- Anti-Money laundering

### **TRAINING**

- Customer Service training
- Foreign currency cash handing training
- Anti-Money Laundering training

### **DECLARATION**

I hereby declare that the above mentioned information is true and I bear the responsibility for the correctness of the above mentioned particular.

Shijo Abraham