



VIPIN VAMANAN NAIR

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Objective

To enhance my professional skills, capabilities and knowledge in an organization which recognizes the value of hard work and trusts me with responsibilities and challenges.

Personal Details

- Date of Birth : 09/01/1995
- Marital Status : Single
- Nationality : Indian
- Passport : M8621040
- Gender : Male
- Visa Status : Vist Visa

Education

- **MBA FINANCE MANAGEMENT** Present
ANNAMALAI UNIVERSITY, TAMILNADU
- **BA SOCIOLOGY** May 2020
ANNAMALAI UNIVERSITY, TAMILNADU

Experience

- **MUTHOOT MICROFIN LTD** 2022 - 2023
CUSTOMER RELATIONSHIP OFFICER
 - Resolves customer issues and answers questions
 - Improve relations with customers
 - Promoting and driving the sale of loans, other services to existing and potential clients
 - Monitoring the loan portfolio and follow up on repayment
 - Informing customers about company products and services
 - Collects Payments by accepting cash, digital mode from customers and makes change for cash customers
 - Balances cash drawer by counting cash at beginning and end of work shift
 - Attend all training activities conducted by the MFI
 - Ensure 100% on time collection of loan amortizations
 - Ensure depositing of all cash after daily/monthly collections to the branch for safe keeping and documentation
 - Sending daily dashboard report to management
 - Manage transactions with customers using cash registers
 - Maintenance of cash & bank books
 - Handling petty cash
 - Inventory checking and updating
 - Reading, understanding, and reviewing financial documents for accuracy
 - Typing in daily worksheets to the general ledger system
- **PATANJALI AYURVED LTD & DIVYA PHARMACY** 2016 - 2018
CASHIER CUM SHOP ASSISTANT
 - Provides a positive customer experience with fair, friendly, and courteous service.
 - Registers sales on a cash register by scanning items, itemizing and totaling customers' purchases.
 - Resolves customer issues and answers questions.
 - Maintains a safe and clean working environment by complying with procedures, rules, and regulations.
 - Itemizes and totals purchases by recording prices, departments, taxable and nontaxable items; and operating a cash register.
 - Ensuring high levels of customer satisfaction through excellent sales service
 - Maintaining outstanding store condition and visual merchandising standards
 - Maintain a fully stocked store

- Ascertain customers' needs and wants
- Recommend and display items that match customer needs

Skills

- Cash Handling
- Basic Maths Skills
- Customer Service
- Attention to Detail
- Data Entry Skills
- Customer relations
- Sales proficiency
- Complaint resolution
- Business development
- Teamwork
- Electronic funds transfer point of sale equipment
- Multi-tasking
- Barcode Reader Equipment
- Dependability

Software Skills

- Serenpro
- Megasoft
- Ms Office
- Ms Outlook
- Photoshop

Interests

- Computing
- Travelling
- Reading

Languages

- ENGLISH
- HINDI
- MALAYALAM

Certification Courses

- CERTIFICATE COURSE IN ENTREPRENEURSHIP
SRINIRAJU CENTER FOR IT AND THE NETWORKED ECONOMY AT SCHOOL OF BUSINESS, HYDERABAD
- CERTIFICATE COURSE ON INTEGRATED NUTRIENT MANAGEMENT
KERALA AGRICULTURAL UNIVERSITY, MANNUTHY
- CERTIFICATE COURSE IN GRAPHIC DESIGNING (PHOTOSHOP, ILLUSTRATOR)
G-TEC COMPUTER EDUCATION