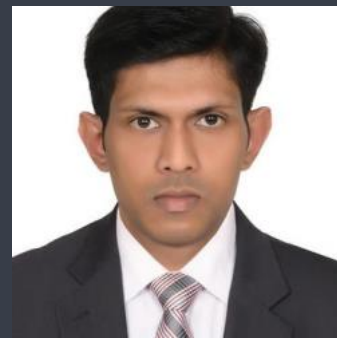


Harjith V H

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Accomplished Assistant Manager with in-depth experience consistently rising through ranks. Well-versed in sales, Cash Handling, Staff management, Customer Relation and inventory management. Dedicated to complete knowledge of company products and services for optimized customer service.



Work History

Mar 2019 Assistant Manager

- Aug
2022

L M Exchange, Sharjah

- To secure a challenging position in a reputable organization to expand my learning, knowledge and skills for a mutual growth and success through my expertise and abilities
- Ensure overall performance of the branch and targets given are achieved.
- Develop and maintain effective business relationships with corporate, HNI and other retail clients to enhance business volume and revenue.
- Manage the leads, customer queries and complaints effectively and efficiently (CRM).
- Ensure customer satisfaction is achieved through the provision of best services.
- Carry out various sales and marketing campaigns and other initiatives from time to time to objectives in line with regulatory & achieve business compliance guidelines.
- Ensure branch expenses are within the budget allocated and take necessary actions to reduce variance if any.
- Ensure effective people management.
- Managing the daily shift timing of staffs.
- Conduct team hurdles on a daily basis to discuss the plans and agendas for the employees.
- Monitored cash intake and deposit records, increasing accuracy, and reducing discrepancies.

Jan 2016 Supervisor of Operations

- Jan
2019

L M Exchange, Al Ain, Abu Dhabi

- Foreign exchange cashiers process cash transactions from clients in national and foreign currencies.
- Ensure all customers are being taken care by the staffs well, also support and guide them whenever required.
- Taking care of compliance and regulatory requirements.
- Preparing various reports and shares it to the concerned people.

- Accept checks, cash, and other forms of payment from customers.
- Perform administrative tasks such as filing, generating reports and maintaining mail correspondence.
- Provide support and information to customers, over the counter and by phone.
- Developed and implemented strategies to maximize customer satisfaction.

◆ **Sep 2014 Customer Service Representative**

- Jan 2016 *L M Exchange, Al Ain*

- Provide great experience to the customers by offering company's products and services according to the customer's need; Attend customer queries and complaints
- Handling corporate business (Remittance, Forex and WPS)
- Follow up on existing customers for retention and generating leads for new customer base
- Taking various initiatives to improve branch business such as marketing activities etc., also contribute well to achieve the targets given to the team
- Handling cash includes local and foreign currencies.(Cashier,Teller)
- Responded to customer requests for products, services, and company information.
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Actively listened to customers, handled concerns quickly and escalated major issues to supervisor.

◆ **Jan 2012 Customer Relationship Officer**

- Jan 2013 *YAMAHA MOTORS, Trissur*

- Building and maintaining profitable relationship with key customers
- Overseeing the relationship with customers handled by team
- Resolving customer complaints quickly and effectively
- Keeping customers updated on the latest products and services in order to increase the sales margin.
- Understanding key customer individual needs and addressing the same.
- Train customer representatives and collaborate with sales and marketing teams
- Assess customer needs, evaluate customer satisfaction and optimize customer services.

◆ **Jan 2010 Sales and Service Coordinator**

- Jan 2012 *HDFC BANK, Trissur*

- Assessing the service needs of clients and linking them to the appropriate resources and providers
- Facilitating programs and services, job training and transportation
- Developing a resource directory of local social service agencies and providers for easy access
- Assist clients with applications for benefits and entitlement programs
- Schedule appointments for clients, answer phones and track clients service records
- Monitor the services being provided and stay up to date on any services being introduced or discontinued



Skills

- Customer Service
- MS Office Tools
- Outlook
- Business administration
- Employee performance evaluations
- Negotiation
- Cash Handling
- Training
- Staff supervision



Education

- Mar 2009 - Mar 2011 BBA: Business Administration**
Calicut University - Kerala India
- Apr 2012 - Apr 2014 MBA: Marketing**
C V Raman University - Kerala India



Languages

- English, Hindi, Tamil, Malayalam



Visa status

- Visit Visa