

# SUNIL NAIR

## Business Development Manager - Corporate and Branch



### PROFESSIONAL SUMMARY

Focused Business Development Manager with 8 Years of Oman Market working experience. Involved in Corporate Client dealing, Marketing and business building. Exceptional communication, planning and implementation capabilities with in-depth understanding of users, requirements gathering, and market trends. Adept at cultivating, managing, and leveraging client relationships.

### EMPLOYMENT HISTORY

#### **PURSHOTTAM KANJI EXCHANGE CO. LLC - OMAN**, Muscat — BUSINESS DEVELOPMENT MANAGER

**September 2019 - PRESENT**

- Identifying new business opportunities in the market, exploring new markets, and identifying potential customers to expand the company's client base.
- Build and maintain relationships with customers, partners, and other stakeholders. This includes managing existing client relationships, handling compliance, and providing timely services and meet customer satisfaction and seeking out new ones, as well as maintaining effective communication with clients and partners to ensure their needs are being met.
- Developing sales and marketing strategies to promote the company's services, attract new clients, and increase revenue. This may involve developing marketing materials, analyzing market trends, and identifying potential advertising opportunities.
- Monitoring and analyzing market trends by keeping up to date with market trends and industry developments, analyzing market trends and customer preferences to develop strategies for increasing sales and revenue.
- Manage a team of sales staff, setting targets and objectives, monitoring their performance, and providing training and support where necessary.

#### **Addition Roles and Responsibility:**

- Participating in location searching for new Branch opening as per density of population and other parameters and cost for new opportunity.
- Supporting Branch operations at time of staff shortage.
- Looking for new products and services for the company

#### **DUBAI CO. LLC - OMAN**, Muscat — ADMINISTRATIVE MANAGER

**March 2019 - August 2019**

- Overseeing the day-to-day operations of the office, including managing administrative staff and delegating tasks.
- Developing and implementing policies and procedures that improve office efficiency and productivity.
- Managing office supplies and equipment, including procurement and maintenance.
- Coordinating and planning meetings, events, and other activities.
- Ensuring compliance with legal and regulatory requirements, such as data protection and health and safety regulations.
- Handling financial tasks, such as budgeting, invoicing, and payroll.
- Leading and managing a team of operations staff, including setting goals and objectives, and providing training and support.

### CONTACT INFO



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Muscat

### EXPERTISE

Marketing Activities

Managing

Administration

Promotion

Customer Relation

### SKILLS & ABILITY

COMMUNICATION

PROBLEM SOLVING

TEAM ORIENTED

LEADERSHIP

ANALYTICAL

CUSTOMER DEALING

FLEXIBLE AND ADAPTIVE

REPORT WRITING

MARKETING CAMPANING

DIGITALE MARKETING

### SOFTWARE SKILLS

SYMEX

INTELLEX

MS Office

**WASEL EXCHANGE (SAOC)/(OMAN), Muscat — BRANCH HEAD**

**February 2015 – February 2019 – 4 Years**

- Monitoring overall branch performance, like (target v/s achievement, staff allocation & productivity, Training staffs, MIS reports, Income & Expenses, handling compliances and supporting etc.)
- Conducting weekly and quarterly meetings with staff for business growth and doing internal and external marketing activity.
- Dealing with Gold and Silver purchase and sales.
- Familiar with instant money transfers like WESTERN UNION, INSTANT CASH, XPRESS MONEY, EZREMMIT, TRANSFAST, MONEY GRAM.
- Review and authorize all documents (originals and scanned) pertaining to New Account opening, Remittances, Foreign Currencies etc. before forwarding it to H.O. for processing.
- Responding to Internal / External Audit queries in a timely manner, ensuring that the discrepancies pointed out by them are corrected immediately.

**MANAPPURAM FINANCE LTD, India — Branch HEAD**

**December 2012 – January 2015 – 2 Years**

- Responsible for overseeing and managing the daily operations of the branch office, ensuring that all financial activities are carried out efficiently and effectively.
- Developing and implementing strategies to grow the business, expand the customer base, and increase revenue.
- Maintaining good relationships with customers, responding to their queries and concerns, and ensuring that their needs are met in a timely and efficient manner.
- Managing and motivating the team, providing leadership, guidance, and support to ensure that all team members are working towards achieving the branch's goals.
- Ensuring that all financial activities follow regulatory requirements and company policies and procedures.
- Preparing reports and conducting analysis on branch performance, identifying trends and areas for improvement, and making recommendations for action.

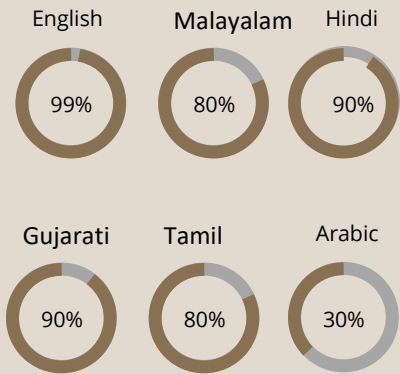
**COSMOPOLITAN SOLUTIONS LTD (INTERNATIONAL CALL CENTRE), India — Administration Manager**

**June 2010 – November 2011 – 1.5 Years**

- Responsible for allocating resources to the call center, including staffing, equipment, and supplies, to ensure that the center operates efficiently.
- Managing data related to the call center's operations, including call volumes, agent performance, and customer satisfaction metrics.
- Managing the call center's budget, including identifying cost-saving measures, and managing expenses.
- Creating reports that summarize the call center's performance, including call volume, agent productivity, and customer satisfaction.
- Identifying areas for process improvement in the call center, such as call handling procedures, and implementing changes to increase efficiency and customer satisfaction.

**REFERENCE** – Available on request

**LANGUAGE**



**PERSONAL DETAILS**

Nationality : Indian  
D.O.B : 05.09.1987  
Marital Status : Married  
Oman Driving License: Available  
Passport No. : M2863697

**EDUCATION**

BACHELOR OF COMMERCE Degree  
VEEERNARMAD SOUTH GUJARAT  
UNIVERSITY – India  
  
H.S.C (HIGHER SECONDARY SCHOOL  
CERTIFICATE) | 2007-  
2008 | GUJARAT STATE BOARD