



SHIJO ABRAHAM

CUSTOMER SERVICE OFFICER (Br. MANAGER)



To secure a challenging position where I can effectively contribute to the growth and success of the organization and simultaneously contribute to my skills and acquiring knowledge on the road to success.



CONTACT

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Al Ittihad Building
King Faisal Street, Umm Al
Quwain, UAE

KEY SKILLS

Team Work

Cash Management

Forex Management

Foreign Currency Exchange

Customer Service

Interpersonal Ability

Anti-Money laundering

Organizational Skills

Time Management

COMPUTER PROFICIENCY

| | |
|------------------|-----------|
| MS Word/Excel | ★ ★ ★ ★ |
| Typing Speed | ★ ★ ★ ★ ★ |
| Basic Operation | ★ ★ ★ ★ ★ |
| Internet & Email | ★ ★ ★ ★ ★ |

TRAINING

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

PROFILE SUMMARY

Highly successful and well-networked Branch Manager with extensive customer service. Skilled in setting schedules and meeting deadlines, supporting staff and senior management, and solving problems with a commercial approach. Bring 10 years of proud experience in foreign currency dealing and tourist visa issuance for Oman. Demonstrates a keen awareness of driving sales, managing profit and loss, and ultimately increasing branch profitability.

ACADEMIC CREDENTIALS

BACHELOR OF COMMERCE | 2007 – 2010

- Annamalai University, Tamilnadu, India

HIGHER SECONDARY

- Board of Higher Secondary Examination, Kerala, India

SSLC

- Board of Public Examination, Kerala, India

TECHNICAL QUALIFICATIONS

- PGDCA & Diploma in Hardware Eng.
- Symex Software – Working Experience
- Casmex Software – Working Experience
- MS Excel, MS Word with fast typing skill

EMPLOYMENT CHRONICLE

BRANCH MANAGER | Jul 2011 – May 2021




AL JADEED EXCHANGE, MUSCAT INT. & SALALAH INT. AIRPORT

- Manage daily closing and online posting of remittances.
- Control and oversee the functioning of the locker.
- Possess in-depth knowledge of all remittance products and their accounting procedures.
- Demonstrate a strong understanding of new technologies and their application in operational issues.
- Develop and maintain strategic relationships with clients.
- Control and merge branch and head office accounts.
- Ensure the team delivers the highest standard of customer service.
- Monitor currency rates and handle bulk purchase and sales.
- Manage branch operations and correspond with seniors regarding branch performance and transaction reports.
- Supervise staff by creating work schedules & assigning specific duties.

LANGUAGES

| | | |
|-----------|-------------|------|
| English | <div></div> | 100% |
| Hindi | <div></div> | 100% |
| Malayalam | <div></div> | 100% |
| Arabic | <div></div> | 70% |

INTEREST

| | | |
|---|---|---|
|  |  |  |
| Music | Travelling | Reading |

- Ensure business growth and branch profitability.
- Ensure compliance with directives of the Central Bank of Oman and other applicable rules and regulations.
- Meet deadlines set by the Head Office.
- Identify areas for cost reduction and program improvement.

BRANCH HEAD | Feb 2006 – May 2011

MANAPPURAM FINANCE LTD, MUMBAI, INDIA

- Ensure the team delivers the highest standard of customer service.
- Control and oversee the functioning of the locker.
- Possess in-depth knowledge of all gold loan, fixed deposit, business loan, etc., products and their accounting procedures.
- Manage staff by creating work schedules & assigning specific duties.
- Identify areas needing cost reduction and program improvement.

PERSONAL DOSSIER

| | |
|-------------------|--|
| Gender | : Male |
| Date of Birth | : 22-10-1985 |
| Marital Status | : Married |
| Nationality | : Indian |
| Permanent Address | : Thazhathumodail (H) Ayyiroor padam P.O, Kothamangalam, Kerala, India |

PASSPORT DETAILS

| | |
|----------------|--------------|
| Passport No | : X5691839 |
| Date of Expiry | : 22-02-2033 |
| Place of Issue | : Cochin |

DECLARATION

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

SHIJO ABRAHAM

