



# ANSAL M

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## PROFILE

Results-oriented professional with an MBA in Finance and Marketing and a Bachelor's in Commerce with Computer Applications from the University of Kerala. Experienced in roles such as Assistant Purchase and Inventory Manager, Store In charge, and Management Trainee. Currently excelling as a Customer Service Agent at Abu Dhabi International Airport, demonstrating leadership as an Acting Team Leader. Proven track record of active participation in successful transition trials at the new airport.

## KEY SKILLS

### Technical Skills:

- Customer Service Excellence
- Inventory Management
- Purchase Management
- Store Operations
- Typing Proficiency
- Microsoft Word, Excel, PowerPoint
- Basic SPSS Knowledge
- Digital Poster and Logo Creations

### Personal Skills:

- Strong Communication Skills
- Attention to Detail
- Time Management
- Multitasking Abilities
- Problem-Solving Skills

## PROJECTS UNDERTAKEN

- A Study on Significance of merchandising in FMCG retail with reference to Kollam city (September 2021)

## WORK EXPERIENCE

### Customer service agent – Abu Dhabi International Airport

We one – (A DP world company) for SERCO Middle East, UAE  
Aug 2023- Till now

- Played a key role in transition trials during the relocation from the old airport to the new facility.
- Managed customer service operations at Abu Dhabi International Airport, ensuring smooth and efficient service delivery.
- Acted as an Acting Team Leader, providing leadership and support to the team.
- Handled customer inquiries, complaints, and provided timely and effective resolutions.
- Collaborated with various departments to enhance overall airport service quality

### Assistant Purchase and Inventory Manager

Grand Hypermarkets, Ernakulam, Kerala, India  
Jan 2022- May 2023

- Assisted in managing purchasing and inventory functions for Grand Hypermarkets Ernakulam Cluster Area.
- Responsible for procurement processes, vendor negotiations, and maintaining optimal inventory levels.
- Implemented efficient inventory control measures to minimize stockouts and excess stock.
- Collaborated with suppliers and internal teams to ensure timely deliveries and cost-effective procurement.

### Management Trainee

Grand Hypermarkets, Kozhikode, Kerala, India  
Jul 2021- Dec 2021

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## INTERNSHIPS

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- Reliance trends,  
Polayathode, Kollam –  
Retail sales
- State bank of India,  
Kadavoor, Kollam –  
Banking operations

## PERSONAL DETAILS

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- D.O.B :10/03/1998
- Marital status: single
- Gender: Male

## LANGUAGES KNOWN

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- English
  - Malayalam
  - Tamil
  - Hindi
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- Gained comprehensive experience in various facets of retail management.
  - Worked across different departments, learning about merchandising, customer service, and store operations.
  - Participated in training programs to develop skills in team management and operational efficiency.
  - Store in Charge of Grand Hypermarkets- Focus Mall, Calicut

## EDUCATION

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- **Master of business administration (Finance and Marketing)**  
TKM Institute of Management Kollam, Kerala, India (2019-21)  
(Affiliated to University of Kerala)  
Post Graduated with 62 %
- **Bachelor of Commerce with Computer Applications (B.COM)**  
Baby John Memorial Government college Kollam, Kerala, India (2016-19)  
(Affiliated to University of Kerala)  
Graduated with 69 %
- **+2 Commerce with Computer Applications**  
Government Higher Secondary School Kollam, Kerala, India (2014-16)  
(Kerala State HSE)  
Passed with 62 %
- **10th (2014)**  
TKM Centenary Public-School Kollam, Kerala, India (2013-14)  
(CBSE)  
Passed with 84 %

## EXTRA CURRICULAR ACHIEVEMENTS

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- Received appreciation certificate from Serco for outstanding customer service experience delivered at Abu Dhabi International Airport (December 2023)
- Captain of Baby John Memorial government college volleyball team for the inter university games
- Captain of Govt. H.S.S Anchalamoodu school team for the sub district schools sports and games association event and won the first prize

## CERTIFICATIONS

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- Recognized Microsoft office specialist as excel associate certified by Microsoft (October 2020).