



JERIN P. NAZEER

Branch in Charge

My Contact

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Hard Skill

- ERP
- CRM
- MS Office
- YOM
- JSMART

Soft Skill

- Observation
- Decision making
- Communication
- Multi-tasking

Education Background

- VTU University, Banglore
Master Of Business Administration, Majored in Marketing and HR
Completed in 2017
- Calicut University, Kerala
Bachelor of Commerce, Specialized In Computer Application
Completed in 2015

About Me

I am an experienced branch manager with a proven track record of delivering exceptional customer service, seeking to leverage my strong leadership and interpersonal skills for any role. I am committed to contributing to talent acquisition, employee development, and fostering a positive work environment.

Professional Experience

Lulu International Exchange, U.A.E | Branch in Charge
2022 – Present

- Manage and lead a team of operational staff, including training, coaching, and performance evaluations.
- Maintain a high standard of customer service and resolve customer inquiries and complaints.
- Oversee the day-to-day operations of the branch.

Joy Alukkas Exchange, Oman | Assistant Branch Manager
2017 – 2021

- Manage the branch's budget and financial resources effectively.
- Ensure that all branch activities comply with company policies and relevant industry regulations.
- Drive sales and revenue growth by implementing sales strategies and promoting the branch's products or services.

Customer Relationship Executive | Kumari Builders and Executive
2016 – 2017

- Interacted directly with customers, resolving inquiries and issues promptly and courteously.
- Maintained high levels of customer satisfaction through effective communication and problem-solving.