



NITHINLAL SUNIL

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nithinasian1996@gmail.com

Al Ain, UAE

ACADEMIC CREDENTIALS

- 2019 **MBA (MARKETING & FINANCE)**
 - Kerala University
- 2017 **BBA (HUMAN RESOURCE)**
 - Kerala University
- 2014 **HIGHER SECONDARY**
 - Board of Higher Secondary Examination, Kerala, India
- 2012 **SSLC**
 - Board of Public Examination, Kerala, India

TECHNICAL COURSE

- Diploma in Computer Application | 2016
 - Kerala University

PROFESSIONAL SKILLS

- Cash Handling
- Customer Service
- Cash Reconciliation
- Cash Security
- Product Knowledge
- Market knowledge
- Upselling and Cross-Selling
- Cash Management
- Customer Relationship Management
- Sales & marketing skills
- Product Knowledge
- Conflict Resolution
- Point of Sale Operations

PROFILE SUMMARY

Results-driven MBA graduate with a specialization in Marketing and Finance, equipped with valuable experience as Operations Executive, and Customer Associate. Adept at providing exceptional customer service, handling cash transactions, and efficiently processing remittances. Possessing a strong understanding of financial principles and marketing strategies, with the ability to analyze market trends and identify opportunities for business growth. Eager to leverage my multifaceted skill set and business acumen to contribute to the success of an organization and drive revenue growth.

KEY SKILLS

- Team Work
- Work Ethic
- Effective Listening
- Goal-oriented
- Multi-tasking skills
- Problem solving skills
- Interpersonal ability
- Detail Oriented
- Punctual
- Quick Learner
- Hardworking
- Analytic Skills

EMPLOYMENT CHRONICLE

OPERATIONS EXECUTIVE | 07 Mar 2022 – Present

AL ANSARI EXCHANGE LLC

KEY RESPONSIBILITIES

- Oversee day-to-day operations to ensure smooth functioning of the organization.
- Implement and optimize operational policies and procedures.
- Lead and manage a team of professionals, ensuring effective communication and collaboration.
- Provide guidance and support to team members to enhance their performance.
- Identify areas for process improvement and efficiency enhancement.
- Implement changes to streamline operations and reduce costs.
- Monitor and maintain high standards of quality in operational processes.
- Implement quality control measures to ensure customer satisfaction.
- Identify potential risks and develop strategies to mitigate them.
- Ensure compliance with regulations and industry standards.

COMPUTER PROFICIENCY

MS Office	★★★★★
Basic Operations	★★★★★
Internet & Email	★★★★★

CERTIFICATES

- Awareness in Anti money Laundering
- Awareness in Advanced anti money laundering

PROJECTS

- Employee Satisfaction in Sarathy Autocars
- Organizational Study in Milco Diary
- Stress management of Employees in Experion Technologies


LANGUAGES KNOWN


English	<div></div> 100 %
Malayalam	<div></div> 100%
Hindi	<div></div> 80 %
Tamil	<div></div> 80 %
Arabic	<div></div> 25 %


PERSONAL DOSSIER

Gender : Male
Date of Birth : 07/06/1996
Nationality : Indian
Marital Status : Single
Passport Number : P5138218
Present address :
Villa 8, Al Manathiq st, Al Jimi, Al Ain [Po box : 307501 }

INTERESTS

 Songs

 Travelling

 Reading

- Collaborate with customer service teams to address operational issues and improve customer experience.
- Implement strategies to enhance customer satisfaction and loyalty.
- Work with financial teams to develop and manage budgets for operational activities.
- Allocate resources efficiently to meet operational objectives.

CUSTOMER ASSOCIATE | May 2021 – Nov 2021
TEAMLEASE SOLUTIONS PVT LTD (DEPUTED FOR ASIANPAINTS LTD)

CUSTOMER ASSOCIATE | Nov 2019 – Apr 2021
INTANDEM SOLUTIONS PVT LTD (DEPUTED FOR ASIANPAINTS LTD)

KEY RESPONSIBILITIES

- Provided excellent customer service by greeting customers, assisting with inquiries, and addressing any concerns or issues they had.
- Demonstrated a good understanding of the products or services offered by the company to effectively assist customers in making informed decisions.
- Promoted products or services to customers and identifying opportunities for upselling or cross-selling.
- Assisted customers with placing orders, processing payments, and ensuring accurate order fulfillment.
- Handled customer complaints and finding appropriate solutions to resolve issues in a timely and satisfactory manner.
- Managed product returns and exchanges according to company policies and procedures.
- Enrolled customers in loyalty programs, explaining program benefits, and managing reward points or discounts.
- Assisted with inventory control, ensuring stock availability, and notifying management of low or depleted inventory.

PERSONAL STRENGTHS

- COMMUNICATION** - Interpersonal skills – verbal, problem solving and listening skills in any administrative role.
- SERVICE** - Having a customer focused approach Skills include Patience, Attentiveness and a positive language.
- ORGANIZATION** - Helping others, organizing a to-do list. Prioritizing tasks by the deadline for improving time -management.
- MANAGEMENT** - Management skills to direct others and review others performance.

DECLARATION

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

NITHINLAL SUNIL