



# GLADSON JOY T

## MANAGER

### PROFILE

An accomplished branch manager proficient in overseeing all branch operations, from resource management and staff supervision to achieving sales targets, ensuring exceptional customer service, and driving revenue growth.

### WORK EXPERIENCE

#### ● Vanithas Jewels,Kerala,India

Manager

2022-24

- Develop and execute strategies to meet sales and profit target
- Manage daily operations, including inventory, purchasing, pricing, and merchandising.
- Enhance customer loyalty through relationship building. Drive marketing efforts to attract and retain customers. Maintain relationships with jewelry suppliers and manufacturers.

#### ● Joy Alukkas Money Exchange, Oman

Branch Manager

2016-22

- Ensure that the Branch Monthly, Quarterly and Annual Sales targets are achieved in accordance with the Company Business Plan.
- Ensure that the team delivers best in class customer service for every single transactions
- Take the lead in resolving customer complaints Visit local businesses with the Regional Manager to encourage new customer to come to the branch.
- Monitor staff performance, identify training needs, and ensure ongoing development for sales consultants to maximize potential
- Coordinate with HR to develop manpower plan and ensure proper staffing levels

Asst. Branch Manager

2017-20

- Assist the Manager in planning and implementing strategies to attract customers
- Coordinate daily customer service operations
- Track the progress of weekly, monthly, quarterly and annual objectives
- Supervise, motivate and evaluate employee performance and identify hiring and training need

Cashier Cum Front Line Associate

2016-17

- Assist the Manager in planning and implementing strategies to attract customers
- Coordinate daily customer service operations
- Track the progress of weekly, monthly, quarterly and annual objectives
- Supervise, motivate and evaluate employee performance and identify hiring and training need

#### ● Royal United,Dubai

IT Assistant

2015-16

- Investigate, troubleshoot and resolve daily issues related to workstations, peripherals, phones, mobile devices .Operating systems, and applications.
- Provide installation, configuration, and support of desktop computers, peripheral equipment and software.
- Collaborate with the Infrastructure & Web Applications teams to resolve complex issues and ensure efficient Operations of the desktop computing environment.

#### ● Techpool Solutions,Bengaluru, India

Desktop L1 Engineer

2014-15

- To solve technical problems of a computer user.
- Walk customers through installing applications and computer peripherals.
- Guide users with simple, step-by-step instructions.
- Conduct remote troubleshooting.
- Customize desktop applications to meet user needs

### CONTACT

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Passport no. B8364947

Visa Status - Visiting

Visa Expiry Date- 25-07-2024

### EDUCATION

2013

BHARATHIAR UNIVERSITY

- Master in Computer Science

2011

BHARATHIAR UNIVERSITY

- Bachelor in Computer Science

### HARD SKILLS

- Financial & Risk Management
- Sales & Marketing
- Operation & Regulatory compliance
- Forex with Analytical skills
- Technology Proficiency

### SOFT SKILLS

- Emotional Intelligence
- Conflict Resolution
- Team Building & Customer Management
- Multi-tasking

### LANGUAGES

- English
- Malayalam
- Tamil
- Hindi
- Arabic