



SUJITH MK

CONTACT

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Dubai, UAE

ACADEMIC CREDENTIALS

BACHELOR OF ECONOMICS | 2013

- University of Calicut

HIGHER SECONDARY | 2008

- Board of Higher Secondary Examination, Kerala, India

SSLC | 2006

- Board of Public Examination, Kerala, India

COMPUTER PROFICIENCY

- MS Office
- Accounting Software
- Internet & Email

LANGUAGES KNOWN

- English
- Malayalam
- Hindi

CAREER OBJECTIVE

To achieve a challenging position in a professional organization through self - improvement by excelling in all responsibilities with sincere hard work, dedication & commitment. To work towards the development of the organization & grow with it.

KEY SKILLS

Team Work

Work Ethic

Analytical skills

Leadership Quality

Decision-making

Time Management

Customer service

Problem Solving Ability

Hardworking

Positive Attitude

Honesty

EMPLOYMENT CHRONICLE

RELATIONSHIP MANAGER | Oct 2022 – May 2024

SHRIRAM TRANSPORT FINANCE COMPANY LIMITED

KEY RESPONSIBILITIES

- Developed and maintained successful relationships with clients by providing superior customer service.
- Responsible for day-to-day monitoring of clients.
- Ability to structure the facilities as per the client and company's need.
- Utilised CRM and other software to track client data and progress.
- Coordinated with internal and external stakeholders to ensure client needs were met.

CUSTOMER SERVICE TELLER | Mar 2018 – Jul 2022

AL ANSARI EXCHANGE LLC

KEY RESPONSIBILITIES

- Remittances across the world for individual and corporate customers.
- Provide foreign currency exchange service.
- Processing of WPS (Wage Protection System)
- Resolving customer complaints and follow up if necessary.
- Comply with AML rules and policies.
- Coordinate with all other departments for better customer satisfaction.

CUSTOMER RELATION EXECUTIVE | Jun 2015 - Nov 2017

SHRIRAM TRANSPORT FINANCE COMPANY LIMITED, NILAMBUR BRANCH

KEY RESPONSIBILITIES

- Customer interactions from all channels.
- Create awareness and sale company's products and services.
- Call up customers and increase customer retention.
- Validate leads and hand over to business process.
- Solve customer's needs and problems.
- Sales promotional activities and office administration.

PERSONAL STRENGTHS

- **COMMUNICATION** - Interpersonal skills – verbal, problem solving and listening skills in any administrative role.
- **SERVICE** - Having a client 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.

INTERESTS



Songs



Cricket



Traveling

REFERENCE

- Available upon request

ASST. BRANCH HEAD (JUNIOR ASSISTANT) | Dec 2013 - Jan 2015

MANAPPURAM FINANCE LIMITED, PANDIKKAD BRANCH

KEY RESPONSIBILITIES

- Gold loan and money transfer operations.
- Handling cash and accounts.
- Attending enquiries.
- Sales promotional activities and office administration.

ADMIN ASSISTANT | Apr 2013 - Nov 2013

CAD CENTER, NILAMBUR BRANCH

KEY RESPONSIBILITIES

- Carry out administrative duties such as filing, typing, copying, binding, scanning, etc.
- Planning and arranging class.
- Handling Cash and Accounts.
- Attending enquiries.
- Sales promotional activities.

ACCOUNTANT | May 2008 - Jun 2010

PONNARA JEWELLERY, EDAVANNA

KEY RESPONSIBILITIES

- Handling Cash and Accounts.
- Issuing bills, receipts and invoices.
- Assume the responsibility of receiving and sorting incoming payments with attention to credibility
- Recording all transactions.
- Analyse and forecast all financial requirements.

PERSONAL DOSSIER

Gender	: Male
Date of Birth	: 03/12/1990
Nationality	: Indian
Marital Status	: Single
Permanent Address	: Marakkkulath House, Wandoor Post, Malappuram, Kerala, India
Passport Details	: Number : B9977392 Date of Issue : 15/01/2024 Date of Expiry : 14/01/2034

DECLARATION

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

SUJITH MK