

# MANOJKUMAR



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📍 | Al Nadha 2, Dubai

## ABOUT ME

Versatile and results-driven professional with over 20 years of experience in management, customer relations, marketing, and administrative support. Proven expertise in optimizing farm operations, managing financial records, and enhancing customer satisfaction in the finance and telecommunications sectors.

## EDUCATION

- **DEGREE** (Not Completed)  
Calicut University
- **PDC**  
Calicut University
- **S.S.L.C**  
Board of Public Examination Kerala, India

## WORK EXPERIENCE

**Farm House Manager** | 01 Aug 2020 - 12th Nov 2024

**Gooty, Andhra Pradesh, India**

- Oversee all aspects of farm operations, including crop cultivation, animal care, and resource management.
- Maintain precise records of agricultural production, expenses, and inventory levels to ensure operational efficiency.
- Recruit, train, and manage farm staff, while overseeing scheduling, budget management, and task allocation.
- Ensure all farm equipment and machinery are properly maintained and operate safely and efficiently.
- Collaborate with sales and marketing teams to enhance product visibility and drive revenue growth.
- Analyze farm performance metrics to optimize productivity and profitability, implementing best practices to enhance overall farm output.

## CORE COMPETENCIES

- Operations Management
- Strategic Planning & Budgeting
- Team Leadership & Training
- Customer Relationship Management
- Sales & Marketing Strategy
- Cash Handling & Financial Reconciliation
- Global Remittance Processing
- Problem Solving & Troubleshooting
- Office Administration & Coordination
- Compliance & Regulatory Adherence
- Market Research & Analysis

## TECHNICAL SKILLS

- MS Word
- MS Excel
- Well versed in Internet

## LANGUAGES KNOWN

- English
- Hindi
- Tamil
- Telugu
- Malayalam

**Customer Relations Executive** | 03 Aug 2011 to 15 Sep 2018

**Al Ahalia Money Exchange bureau,Dubai, UAE**

- Collected cash from remittance staff, prepared cash summaries for each shift, and ensured accurate reconciliation.
- Handled global remittance services, including MoneyGram and Express Money transfers, ensuring seamless transactions.
- Managed troubleshooting and resolution of remittance-related issues to maintain customer satisfaction.
- Reported to the Branch Manager on daily operations, compliance, and branch maintenance concerns.
- Administered the Employee Wage Protection System (WPS) to ensure compliance with labor regulations.
- Provided exceptional customer service, building long-term relationships to increase client retention.

**Marketing Officer** | 05 Nov 2010 to Jul 2011

**UAE Exchange in Perinthalmanna - India**

- Developed and executed marketing strategies to enhance brand visibility and drive sales growth.
- Analyzed marketing performance metrics, using data-driven insights to refine and optimize campaigns.
- Fostered relationships with media outlets and key industry influencers to amplify brand presence.
- Conducted market research to identify trends and opportunities for strategic expansion.

**Customer Care Executive** | 06 April 2004 - Oct 2010

**Vodafone Cellular Ltd, Kozhikode, India**

- Utilized active listening and empathetic communication to effectively resolve customer inquiries and issues.
- Maintained accurate customer records in the company database, ensuring data integrity.
- Collaborated with cross-functional teams to expedite issue resolution and enhance customer satisfaction.
- Provided mentorship and training to new customer care representatives, fostering a cohesive team environment.
- Consistently achieved high customer satisfaction ratings by delivering prompt and professional service.

**Office Assistant** | June 2000 - March 2004

**Janatha Group, Malappuram, India**

- Provided comprehensive administrative support, including scheduling meetings, managing correspondence, and maintaining filing systems.
- Organized office operations, ensuring timely procurement of supplies and efficient functioning of office equipment.
- Assisted in preparing and processing documents such as reports, presentations, and official correspondence.
- Supported management and staff by coordinating office activities, contributing to smooth daily operations.

## PERSONAL SKILLS

### Communication

Interpersonal skills – verbal, problem solving and listening skills in any administrative role.

### 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

## PERSONAL DETAILS

|                |              |
|----------------|--------------|
| Date of Birth  | : 15/05/1977 |
| Nationality    | : Indian     |
| Marital Status | : Married    |
| Passport No    | : P6112074   |
| Date of Expiry | : 08/02/2027 |
| Visa Status    | : Visit Visa |