



# SHIJO ABRAHAM

CUSTOMER SERVICE OFFICER (BRANCH INCHARGE)



*To secure a challenging position where I can effectively contribute to the growth and success of the organization and simultaneously contribute to my skills and acquiring knowledge on the road to success.*



## CONTACT

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Al Ethihad Building 2  
King Faisal Street, Umm Al  
Quwain, UAE

## KEY SKILLS

Team Work

Cash Management

Forex Management

Foreign Currency Exchange

Customer Service

Interpersonal Ability

Anti-Money laundering

Organizational Skills

Time Management

## COMPUTER PROFICIENCY

MS Word/Excel	★ ★ ★ ★
Typing Speed	★ ★ ★ ★
Basic Operation	★ ★ ★ ★ ★
Internet & Email	★ ★ ★ ★ ★

## TRAINING

- Customer Service training
- Foreign currency cash handing training
- Anti-Money Laundering training

## PROFILE SUMMARY

Highly successful and well-networked Branch Manager with extensive customer service. Skilled in setting schedules and meeting deadlines, supporting staff and senior management, and solving problems with a commercial approach. Bring 10 years of proud experience in foreign currency dealing and tourist visa issuance for Oman. Demonstrates a keen awareness of driving sales, managing profit and loss, and ultimately increasing branch profitability.

## ACADEMIC CREDENTIALS

### DIPLOMA IN HOSPITAL ADMINISTRATION

- Smart Shree Education Centre,  
Ernakulam, India. (Currently Persuing....)

### BACHELOR OF COMMERCE | 2007 – 2010

- Annamalai University, Tamilnadu, India

### HIGHER SECONDARY

- Board of Higher Secondary Examination, Kerala, India

### SSLC

- Board of Public Examination, Kerala, India

## TECHNICAL QUALIFICATIONS

- PGDCA & Diploma in Hardware Eng.
- Symex Software – Working Experience
- Casmex Software – Working Experience
- MS Excel, MS Word with fast typing skill

## EMPLOYMENT CHRONICLE

### BRANCH INCHARGE | Jul 2011 – May 2021

#### AL JADEED EXCHANGE, MUSCAT INT. & SALALAH INT. AIRPORT

- Manage daily closing and online posting of remittances.
- Control and oversee the functioning of the locker.
- Possess in-depth knowledge of all remittance products and their accounting procedures.
- Demonstrate a strong understanding of new technologies and their application in operational issues.
- Develop and maintain strategic relationships with clients.
- Control and merge branch and head office accounts.

## LANGUAGES

	S	R	W
English	●	●	●
Hindi	●	●	●
Malayalam	●	●	●
Arabic	●		

## INTEREST

		
Music	Travelling	Reading

- Ensure the team delivers the highest standard of customer service.
- Monitor currency rates and handle bulk purchase and sales.
- Manage branch operations and correspond with seniors regarding branch performance and transaction reports.
- Supervise staff by creating work schedules & assigning specific duties.
- Ensure business growth and branch profitability.
- Ensure compliance with directives of the Central Bank of Oman and other applicable rules and regulations.
- Meet deadlines set by the Head Office.
- Identify areas for cost reduction and program improvement.

### BRANCH HEAD | Feb 2005 – May 2007

#### MANAPPURAM FINANCE LTD, MUMBAI, INDIA

- Ensure the team delivers the highest standard of customer service.
- Control and oversee the functioning of the locker.
- Possess in-depth knowledge of all gold loan, fixed deposit, business loan, etc., products and their accounting procedures.
- Manage staff by creating work schedules & assigning specific duties.
- Identify areas needing cost reduction and program improvement.

## PERSONAL DOSSIER

Gender	: Male
Date of Birth	: 22-10-1985
Marital Status	: Married
Nationality	: Indian
Permanent Address	: Thazhathumodail (H) Ayyiroor padam P.O, Kothamangalam, Kerala, India

## PASSPORT DETAILS

Passport No	: X5691839
Date of Expiry	: 22-02-2033
Place of Issue	: Cochin

## DECLARATION

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

**SHIJO ABRAHAM**

