



MIDHUN THACHOTH

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PROFESSIONAL SUMMARY

Dynamic and dedicated Assistant Branch Manager with 2 years of experience in Branch operations, Team Leadership, and Customer Relationship Management. Skilled at driving Business growth, Meeting Performance Metrics, and Ensuring Customer Satisfaction. Known for Problem-Solving Abilities, Attention to detail, and Fostering collaborative environments.

PROFFESIONAL EXPERIENCE

JoyAlukkas Exchange LLC Oman

Assistant Branch Manager

Dec 29 2022- Dec 29 2024

- Oversaw daily branch operations, ensuring smooth workflow and adherence to organizational policies.
- Led and developed a team of 5 employees to exceed sales goals and enhance customer service.
- Conducted financial analyses and maintained operational budgets to optimize profitability.
- Strengthened client relationships through personalized service and prompt issue resolution.
- Compiled operational reports and presented insights to senior leadership for informed decision-making.
- Monitored branch operations, ensuring compliance with company policies and regulatory standards.

- Analyzed performance metrics and prepared detailed reports for senior management.
- Resolved customer complaints promptly, enhancing customer experience.

De Marriott Tours and Travel Dubai

Business Development Executive

Aug 1 2022 – Dec 1 2022

Maruti Suzuki Popular Vehicles and Service Ltd India

Sales and Marketing

Sep 1 2020 - Feb 1 2022

Shoe Factory India

Cashier/ Supervisor

Oct 1 2018 – June 1 2020

NN Associates India

Account Assistant

Business Accounting & Taxation

May 1 2017 - June 1 2018

RESPONSIBILITY HANDLED

- To provide excellent customer service at branch customer.
- To attend customer for all business transactions at the counter.
- Attending customers for making Remittance, currency exchange, electronic transfer.
- To answer customer complaints, branch detail enquiries, transaction enquiries, rate enquiries, conversion.
- Prepare End of day report and cash reconciliation.
- Provide information of new or additional services.
- To provide currency exchange and remittance delivery information. Prepares daily & weekly sales reports
- To perform a role of lobby assistant in branch.
- To perform a role of marketing & sales executive during off-peak business hours.
- To maintain records, prepares reports and perform work processing assignments & related clerical duties.
- To give information on local promotions & activities and other info that provides valuable services to our customers.

- To make sure that all required tools are available in the branch and inform the BM or the concerned dept for the same. Eg; flyers, posters, form etc.
- To contribute towards branch business development.
- Promoting the company's existing brands and introducing new products to the market.
- Implementing new sales plans and advertising.
- Maintaining relationships with important clients by making regular visits, understanding their needs, and anticipating new marketing opportunities.
- Engages in superior customer service by making information readily available.
- Persists in sales even in the face of failure.
- Demonstrates products and services as deemed necessary by clients and management.
- Makes product knowledge readily available to self and other sales people through various resources.
- Ensure customer satisfaction through regular engagement.
- Resolve customer queries/issues and facilitate customer service.
- Managed sales employees and counseled employees based on their professional growth.
- Counted cash in register drawer at beginning and end of shift.
- Mentored new team members on POS system operation, customer service strategies and sales goals.
- Promoted customer loyalty and consistent sales by delivering friendly service and knowledgeable assistance.
- Reviewed weekly sales circulars and monitored price changes.
- Greeted customers with a smile and encouraged feedback pertaining to their shopping experience.
- Settled customer disputes in a professional and pleasant manner.
- Maintained up-to-date knowledge of all retail promotions.
- Prevented long waits by quickly and carefully ringing up items, adding to the hassle-free experience of the customer.
- Manage payroll, Leave Salary and keep record of advances given to staff & its recovery.
- Maintaining all accounting voucher entries and bank reconciliation in Tally ERP 9.

ACADEMIC QUALIFICATION

- M.Com (2017-2019), PG Centre, University Of Calicut, Kerala.
- B.Com (2013-2016), Don Bosco College, University Of Calicut, Kerala.
- Higher Secondary School (2013), Bharathiya Vidya Bhavan, Thrissur.
- SSLC (2011), Bharathiya Vidya Bhavan, Thrissur

PROFESSIONAL CERTIFICATION

- International Financial Accounting (IIA, Kerala, India).
- System Application and Product (SAP) in Data Processing.

TECHNICAL SKILLS

- MS Office
- Accounting packages – Tally ERP 9, peach Tree, SAP
- Certificate of **Yoga Instructor** (QP NO: BWS/Q2201) conforming to National Skills Qualification Framework Level -4.

SELF ASSESSEMENT

- Ability to work well, both as an individual and in team environment.
- Good team player with effective organizational and good communication skills.
- Strong desire to learn and work on new projects.

PERSONAL PROFILE

Date of Birth : October 8, 1994
Nationality : India
Languages : English, Malayalam, Hindi, Tamil
Marital : Single
Visit Type : Visiting Visa
Present location : Dubai
Joining : **Immediately**

DECLARATION:

I hereby declare that all statements made here in are true to the best of my knowledge and belief.

Date: