



Personal

Name
Sujeesh Muttumkattil Soman

Address
LV 1 ,BLDG No 12 Room No 242, Dubai industrial city 1
Dubai

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+971568562799

Email
sujeshsoman@gmail.com

Date of birth
20-05-1982

Place of birth
Thrissur, Kerala

Gender
Male

Nationality
Indian

Marital status
Married

Skills

ERP	Experienced
Microsoft office	Experienced
Tally	Expert
Customer Service	Expert
Problem solving	Expert

Languages

English	Fluent
Hindi	Fluent
Tamil	Advanced
Malayalam	Native
Arabic	Beginner

Sujeesh Muttumkattil Soman

Front Line Associate professional with over 4 years of experience in customer service and financial operations, expert in team supervision, financial reporting, Cash handling, Remittance processing, Foreign currency dealing, WPS Salary processing and KYC Documentation. My key achievements include implementing a new customer service process that resulted in a 10% improvement in customer satisfaction scores and increasing annual branch revenue through strategic upselling and cross-selling initiatives. Seeking a Branch Supervisor position , where I bring my customer service and financial operations skills to support your mission of delivering excellence in financial services.

Work experience

Assistant Supervisor May 2024 - Present

Lulu International Exchange, Dubai

- Remittance of fund through different money transfer system to the whole world.
- Doing role of head cashier and preparing daily reports of the currencies at the branch.
- Maintaining accurate KYC documents in remittance software.
- WPS salary file preparation and processing of the corporates.
- Maintaining daily vouchers and documents of corporates for future audit purposes.
- Dealing of foreign currencies, with retail and corporate customers.
- Payment of VAT, credit cards, financial savings and other utility bills all over the world.
- Dealing customer grievances and redressal of the issues by escalating to concerned departments.
- Improved customer satisfaction scores by 30% through efficient query resolution and service quality enhancements.
- Supervised a team of 6 employees, coordinating activities for optimal branch functionality.
- Activate and deactivate alarm password and Manage locker key

Head Cashier/ Foreign Currency Cashier Feb 2021 - Mar 2024

EMIRATES INDIA INTERNATIONAL EXCHANGE, Khorfakkan, Sharjah

- Greeted customers in a friendly and professional manner and understanding customer needs .
- Remittance of fund accurately and efficiently all over the world
- Managed foreign exchange transactions and hedging strategies to maximize profits and minimize currency risk
- Maintaining accurate KYC documents in remittance software.
- Applying for salary cards of WPS customers by collecting and verifying the required documents.
- WPS salary file preparation and processing of the corporates.
- Handled customer complaints calmly and professionally, resolving customer issues in a timely manner
- Operated cash registers and handled money accurately and efficiently
- Managed Alarm password and locker key

Senior Executive (Diamond Sales) Jul 2017 - Jul 2020

Vummidi Bangaru Jewelers, Chennai

- Demonstrated and explained the features, benefits, and quality of jewelry products to customers
- Developed an in-depth knowledge of jewelry products, allowing for accurate and detailed customer advice and recommendations
- Prepared detailed reports on inventory levels, stock movements and discrepancies
- Managed a team of sales representatives, leading to increase in sales

Executive (Sales & Inventory) Jun 2012 - Jun 2017

R M Jewelers, Chennai

- Created reports to track inventory levels, costs, and trends
- Performed regular stock counts to ensure accuracy of inventory records
- Maintained up-to-date knowledge of jewelry trends and customer preferences
- Demonstrated and explained the features, benefits, and quality of jewelry products to customers
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Sales Executive (Gold & Diamond)

Nov 2011 - May 2012

Prince Gem and Jewelers, Chennai

- Analyzed sales data and trends to identify new growth opportunities and optimize sales performance
- Identified and addressed customer challenges to ensure customer satisfaction and retention
- Demonstrated and explained the features, benefits, and quality of jewelry products to customers

Accountant

Jul 2009 - Nov 2011

Hotel Mangala Towers, Thrissur

Night auditing
Checking KOT and Bills
Salary preparation
Food Cost calculation
Payroll Processing

Audit Executive

Aug 2006 - Jul 2009

Bava & Co., Perinjanam

- examining an organization's financial statements, including the balance sheet, income statement, and cash flow statement.

Education and Qualifications

Bachelor of Commerce

Apr 2000 - Sep 2003

University of Calicut, Nattika

Diploma In Computer Application

Apr 1998 - Mar 2000

Sree Rama Poly technic, Triprayar

Cisco Certified Network Associate (CCNA)

Cisco

Passport and Visa Details

Passport No : P4085585 Passport Expiry : 19 Sep 2026
Visa Status : Employment Visa. Visa Expiry : 09 Jul 2026

Training

AML/CFT Basics Training

FERG

Achievements

- Best performer of the month in Emirates India International Exchange for 6 consecutive times.

References

Tajudeen Nasarudeen

Lulu Exchange

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