



# Shino Varghese P Jacob

☎ 0091-9746890099  
✉ shinojacob01@gmail.com  
📍 Kottayam, 686019

## SUMMARY

Experienced Branch Head at Unimoni Exchange LLC in Muscat, Oman, with a proven track record of streamlining branch operations and implementing efficient workflow systems. Adept at coordinating staff training, ensuring compliance with company policies, and developing marketing strategies to enhance local presence. Skilled in building strong customer relationships, leading teams, and driving significant revenue growth through innovative sales strategies. Previous experience as a Front Office Executive at Muhoot Finance in Kottayam, India, delivering exceptional customer service and appraising gold items accurately. Proficient in MS Word, Excel, PowerPoint, and Access with excellent verbal and written communication skills. Career goal includes leveraging expertise to further enhance operational efficiency and customer satisfaction within the financial services sector.

## SKILLS

- Performance driving
- Leadership excellence
- Revenue growth
- Team building and training
- Market analysis
- Operations oversight
- Inspirational motivation
- Regulatory compliance
- Integrity and ethics
- Multitasking competence
- Ethical compliance adherence
- Customer relationship management
- Influential communication
- Customer service standards enforcement

## EXPERIENCE

10/2007 - 11/2024

### Branch Head

**UNIMONI EXCHANGE LLC** | MUSCAT, OMAN

- Streamlined branch operations by implementing efficient workflow systems
- Coordinated staff training for improved customer service delivery
- Ensured compliance with company policies whilst managing all branch activities
- Developed marketing strategies to increase local presence and brand awareness
- Built strong relationships with key customers, enhancing loyalty and trust
- Led a team of professionals, fostering a collaborative work environment
- Implemented new sales strategies for significant revenue growth
- Managed financial aspects of the branch to ensure profitability
- Oversaw daily operations, ensuring smooth business functions at all times
- Fostered a positive work environment through effective leadership techniques
- Maintained high standards of service whilst dealing with client queries and complaints
- Conducted regular audits to maintain adherence to regulations and standards
- Analysed market trends for strategic planning and decision making purposes
- Established partnership deals within community organisations to boost brand image locally
- Promoted the company's values among employees strengthening overall corporate culture
- Identified and resolved operational issues impacting productivity, performance or profitability
- Directed day-to-day work of employees and motivated teams to exceed objectives
- Handled with Cash and Forex sales/purchase/internal transfers
- Handled inward and outward Remittances to different countries
- Handling cash & Foreign Currencies
- Enhanced customer satisfaction by providing excellent front desk service
- Streamlined office operations with efficient document handling and filing
- Facilitated effective communication to resolve customer complaints
- Kept files organised and up-to-date for accurate record-keeping purposes

09/2006 - 09/2007

### Front Office Executive

**Muhoot Finance** | KOTTAYAM, INDIA

- Delivered exceptional customer service, addressing queries and concerns with professionalism.
- Streamlined appraisal processes, introducing efficiencies that reduced turnaround time.

- Branch operations oversight
- Staff training and development
- Leadership expertise
- Performance monitoring
- Banking systems understanding
- Relationship building

## AREAS OF INTEREST

- Finance
- Branch operations
- Customer Service

## PERSONAL INFORMATION

- Age: 44
- Date of birth: 04/25/81
- Gender: Male
- Nationality: Indian
- Marital status: Married
- Religion: Christian

## REFERENCES

- Mr. Tonny George Alexander, Director Unimoni Exchange, Oman, 00968-99320830
- Mr. Kishen Mathew, Operations Manager, Unimoni Exchange, Oman, 00968-99356532
- Mr. Jithesh Prem, Area Manager, Unimoni Exchange, Oman, 00968-90621546
- Mr. Ali Bin Saif Maskery, HR & Administration Manager, Unimoni Exchange, Oman, 00968-97081056

## DISCLAIMER

I hereby solemnly affirm that all the details provided above are true to the best of my knowledge and belief. I shall carry myself in a manner that lends dignity to the organization and worthy enough of the person.

## HOBBIES AND INTERESTS

- Reading
- Travel
- Sports
- Music

- Appraised gold items accurately, utilising industry-standard methods and tools for valuation.
- Assisted customers in understanding the value of their gold possessions through clear communication.
- Conducted secure handling and storage of gold items during appraisal process.
- Organised and maintained appraisal records for easy access and reference.
- Adhered to legal and ethical standards in all gold appraisals and transactions.
- Implemented anti-fraud measures to verify the authenticity of gold items.
- Ensured confidentiality and security of client information and valuable gold items.

## LANGUAGES

<b>English:</b>	<b>Malayalam:</b>
<b>Hindi:</b>	<b>Tamil:</b>
<b>Arabic:</b>	

## EDUCATION

01/2001  
**St:Mary's College** | Manarcad  
Bsc: Physics & Applied Electronics  
GPA: 72%

01/1998  
Pre Degree  
GPA: 52%

01/1996  
**Junior Technical School**  
Standard 10  
GPA: 64%

## DRIVING LICENCE

- Indian licence
- Oman licence