



Manu Prasad K

Sales Branch In charge

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📍 Jebel Ali, Dubai

Results-driven Sales Branch Incharge with over one years of experience in sales management, customer relationship management, and branch operations. Adept at developing and executing sales strategies that drive revenue growth while enhancing customer satisfaction. Strong leadership skills with a track record of managing high-performing sales teams, mentoring staff, and improving overall operational efficiency. Proficient in financial product sales, risk management, and regulatory compliance. Highly skilled in identifying market opportunities, implementing promotional campaigns, and optimizing workflow processes to enhance profitability. Passionate about delivering exceptional customer experiences, maintaining strong client relationships, and ensuring business growth through innovative sales techniques.

AREAS OF EXPERTISE

Branch Operations Management

Customer Service & Client Relations

Risk Management & Compliance

Financial Analysis & Reporting

Sales & Marketing Strategies

Leadership & Team Development

Data Analysis & Documentation

Time Management & Problem Solving

WORK EXPERIENCE

Sales Branch In Charge

March 2024– Present

City Exchange, UAE

- Managed branch operations, driving a 25% increase in sales revenue.
- Led and mentored a team of sales professionals, improving performance and efficiency.
- Ensured excellent customer service, increasing customer retention by 20%.
- Developed and executed sales strategies to onboard companies to WPS-compliant payroll solutions.
- Acquired new businesses for WPS enrollment, driving revenue growth.
- Increased market share through targeted lead generation and client outreach.
- Developed and implemented strategic sales plans to achieve business targets.
- Oversaw compliance with company policies and financial regulations.

Customer Service Executive

February 2022 – March 2024

City Exchange, UAE

- Exceeded sales targets consistently, achieving 120% of the assigned goals.
- Built strong client relationships, leading to repeat business and referrals.
- Optimized branch workflow and improved service efficiency by 15%.
- Trained and guided junior sales officers, enhancing overall team productivity
- Assisted in the implementation of promotional campaigns to boost sales.

Sales Officer

March 2020 – November 2021

ESAF Small Finance Bank, India

- Achieved 110% of sales targets across banking products.
- Maintained high customer satisfaction through personalized service.
- Processed and verified financial transactions with 99% accuracy.
- Assisted in market research to identify new sales opportunities.

EDUCATION

Bachelor of Science in Computer Science

Calicut University, India

March 2018

KEY SKILLS

- MS Office Suite (Word, Excel, PowerPoint)
- Financial Transaction Software
- CRM & Data Management Tools

LANGUAGES

- English
- Hindi
- Tamil
- Malayalam

PERSONAL DETAILS

- Date of Birth: 15/10/1998
- Nationality: Indian
- Gender: Male
- Marital Status: Single

PASSPORT DETAILS

- Passport No: R8352522
- Date of Issue: 02/02/2018
- Place of Issue: Cochin, India

Declaration: I hereby declare that all the details mentioned above are true to the best of my knowledge.