

**SUBIN**



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**OBJECTIVES**

To be associated with a progressive organization which can provide me with a dynamic work sphere to extract my inherent skills as a professional, use and develop my aptitude to further the organization’s objectives and also attain my career targets in the progress.



**EDUCATIONAL QUALIFICATION**

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| --- | --- | --- |
| **Qualification** | **Board/University** | **Year** |
|  |  |  |
| **B.COM(Computer Application)** | **Kerala University** | **2012** |
|  |  |  |
| **XII** | **Kerala Secondary School Certificate Examination** | **2009** |
|  |  |  |
| **X** | **All India Secondary School Examination** | **2007** |
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**WORK EXPERIENCE (Total – 3.3 years)**

***November 2012 – July 2014***,**Branch Head(officer)** for

**MANAPPURAM FINANCE LTD, Delhi, India.**

* Branch operations & Customer relationship
* Assist and support the area manager in operating the branch functions.
* To take part actively in the meetings regarding sanctioning of Gold loans, Money transfer,forex and other financial decisions of the company.
* Facilitate regular employee meetings to discuss goals, operational issues etc.
* Take care of the customers so has to help and solve customer concerns and queries.
* Ensuring there is a high level of customer service.
* Managing difficult situations with customer and providing them with a resolution, additional options.
* Perform as team member in allocating and coordinating the work flow.
* Comply with all department and company policies, procedures and regulation.
* Develop and grow business and customer relationship.
* Strong communication, analytical, problem solving and decision making skills to effectively uncover and resolve complex customer and employee issues.
* Motivate the employees after evaluating their performance.
* Self-starter, ability to work independently.
* Handling the role and responsibility of absent employee
* Inventory management
* Encoding subordinates

***January 2015 – March 2016***,**Marketing Manager** for

**NOBLE ASSOCIATES, Trivandrum, Kerala, India.**

* Marketing and Customer relationship
* Developing the marketing strategy for the company in line with company objectives.
* Co-ordinating marketing campaigns with sales activities.
* Planning and implementing promotional campaigns.
* Preparing online and print marketing campaigns.
* Working closely with design agencies and assisting with new product launches.
* Preparing online and print marketing campaigns
* Analyze market trends and recommend changes to marketing and business development strategies based on analysis and feedback

***June 2016 – November 2016***, ***Store Sales Executive* (Retail)** for

**DHL EXPRESS INDIA PVT. LTD, Cochin, Kerala, India.**

* Branch operations & Customer relationship
* Assist and support the Cluster Relationship manager in operating the branch functions.
* Introducing new corporate products or service to established clients.
* Ensure documents are delivered and entered accurately.
* Arranging pick up as per the scheduled pick up timings of collection executives.
* Tracking and routing the shipments
* Accept cash from customer and generate cash receipt.
* Coordinate of incoming and outgoing mail.
* Communicate about the status of shipment to the customers.
* Ensure highly secured packing of materials.
* Ensuring packages are pack correctly and taking precautions with fragile packing’s.
* Doing security acceptance and security inspections of materials in POS.
* Ensuring there is a high level of customer service.
* Perform as team member in allocating and coordinating the work flow.
* Develop and grow business and customer relationship.
* Self-starter, ability to work independently.
* Handling the role and responsibility of absent employee.



**TECHNICAL CERTIFICATIONS**

* **Special Training attended for UAE shipping and Freight Forwarding Procedures and Familiar with EMIRSAL 2 declaration processing.**
* **Diploma in Logistics and Supply Chain Management (& Freight forwarding) - Mithra Institute of Management Studies (MIMS) /STED COUNCIL-Govt of India– ISO 9001:2008 Certified – INDIA 2014**
* **Diploma in Computer Application (DCA)**



**PERSONAL STRENGTH**

* Good leadership quality.
* Optimistic attitude.
* Good communication skills and listening skills.
* Hard Working, Enthusiastic, Willing to change & Cooperative.
* Holder of valid Indian Driving Licence.



**COMPUTER PROFICIENCY**

* Basic Computer knowledge, Basics of C & DCA
* MS. OFFICE



**PERSONAL PROFILE**

**Date of Birth** - 21st April 1991

**Sex** - Male

**Nationality** - Indian

**Languages known** - English, Hindi, Malayalam

**Marital Status** - Unmarried

I hereby declare that the information given herewith is correct to my knowledge and I will be responsible for any discrepancy.

 SUBIN