**C U R R I C U L U M**

**V I T A E**

**MUNAVAR.**

Address : KERALA

E-mail : munavar.380099@2freemail.com

**Objective:** Aim to be an associate with a progressive organizationthat gives me scope to update my knowledge and skills in accordance with the latest trends and be part of a team that dynamically works towards growth of organization and gains satisfaction thereof**.**



**EDUCATION**

* **Master of Business Administration** (Marketing & Finance)from **Bharathiar University**
* **Bachelor of Business Administration** from **Bharathiar University**
* **H.S.E (Commerce) from Board of Higher Secondary Examination Kerala State**
* **S.S.L.C** from **Kerala State Board**
* **WORK EXPERIENCE**

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| --- | --- | --- | --- |
|  | Company | : | **INDUS MOTORS** (MARUTI SUZUKI) |
|  | Position | : | Customer Relationship Manager |
|  | Period | : | 1 year |
|  | Area | : | Marketing |
|  | Company | **:** | **AL SAAD EXCHANGE** (UAE) |
|  | Position | : | Teller and cashier |
|  | Period | : | 2 years |
|  | Area | : | Money exchange |

**RESPOSIBILITIES**

* Sending money to different countries as per customer request. Two options are there for sending cash.
* Payout money as per customer need but before that need to collect all the details about customer and we should check whether the details are correct or not
* Balance currency, coins and checks in cash drawer at the end of shifts, and calculate daily transactions using computers, calculators, or adding machines.
* Receive checks and cash for deposit, verify amounts, and check accuracy of deposit slips.
* Enter customer’s transactions into computers in order to record transactions and issue computer generated receipts.
* Count currency, coins, and checks received, by hand or using currency counting machine, in order to prepare them for deposit or shipment to branch.
* Identify transaction mistakes when debits and credits do not balance.
* Prepare and verify cashier’s checks.
* Arrange monies received in cash boxes and coin dispersers according to denomination.
* Inform customers about foreign currency regulations, and compute transaction fees for currency exchanges
* Purchase and sale foreign currency as per customer’s need.
* Deposit and payout of WPS

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| --- | --- | --- | --- |
|  | Company | : | **RELIANCE COMMUNICATIONS** (Anil Dhirubhai Ambani Group) |
|  | Position | : | Sales associate |
|  | Period | : | 1 year |
|  | Area | : | Marketing |

**RESPOSIBILITIES**

* Ensure high levels of customer satisfaction through excellent sales service.
* Assess customer’s needs and provide assistance and information on product features.
* Welcome customers to the store and answer their queries.
* Follow and achieve departments’ sales goals on monthly, quarterly and yearly basis.
* Actively seek out customers in store.
* Remain knowledgeable on products offers and discuss available options.
* Handle returns of merchandise.
* Team up with co-workers to ensure proper customer service.
* Build productive trust relationships with customers.
* Suggest way to improve sales (Eg: planning marketing activities, changing the store’s design)



**PERSONAL STRENGTHS**

* Strong analytical and strategic thinking skills
* Excellent organizational skills
* Excellent problem solving skill
* Ability to work hard
* Good Coordination and Organizing skills

**OTHER COMPUTER LITERACY**

* Tally ERP 9
* Microsoft Office
	+ Ms Word
	+ MS Excel
	+ MS PowerPoint
* Internet Applications

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| **SUMMER PROJECT** |  |
|  | Project Topic | : Customer Satisfaction |
|  | Organization | : **A M MOTORS**, Malappuram, KERALA |
|  | Duration | : 2 Months |
|  | Brief description | : A study on Customer Satisfaction towards Maruti Suzuki in Malappuram |

**LANGUAGES KNOWN**

* English
* Hindi
* Arabic
* Malayalam
* Tamil

**DRIVING LICENSE**

* **Valid UAE Driving License is available**

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| **PASSPORT DETAILS** |  |  |
|  |  |  |  |
|  | Place of Issue | : Malappuram |  |
|  | Date of Issue | : 11/07/2013 |  |
|  | Date of Expiry | : 10/07/2023 |  |
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|  |  |  |
| **PERSONAL DETAILS** |  |  |
|  |  |  |  |
|  | Date of Birth | : | 1st July 1988 |
|  | Sex | : | Male |
|  | Nationality | : | Indian |
|  | Living Status | : | Married |

**DECLARATION**

I hereby declare and sincerely affirm that the above furnished information’s are true and correct to the best of my knowledge and belief.