



# YASAR ARAFATH MADAKKAL KURUPPILLATH



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Abu Dhabi, UAE



20/05/1986



India



Indian



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## EDUCATION

### PMSAPTSVHSS

**Kaikottukadavu**, Kerala, India  
VHSE

### PMSAPTSVHSS

**Kaikottukadavu**, Kerala, India  
SSLC

Bachelor of Science:  
Electronics

**Kannur University**, Kerala,  
India, July 2006

## LANGUAGES

## PROFESSIONAL SUMMARY

Dependable candidate bringing management experience and willingness to take on added responsibility to meet tight deadlines enthusiastic team player with a strong work ethic and advanced problem-solving skills.

## SKILLS

- Interpersonal Communication
- Customer Service Oriented
- Effective Leader
- Organized
- Goal Oriented
- Efficient Multi-tasker

## WORK HISTORY

March 2021 - April 2023

**Hotel New Radisson Suite - Front Office Manager**, Mumbai, India

- Completed weekly front office rota to guarantee optimal cover for operations.
- Assessed VIP reservations, amenity orders and resumes for incoming house guests.
- Managed, trained and developed front office staff to consistently exceed individual performance KPIs.
- Used up-selling techniques to promote hotel services and facilities, resulting in higher profit margins.
- Enhanced guest experience by anticipating needs and preferences, resulting in fewer complaints.
- Prevented overspending by constantly monitoring budgets and payroll records.
- Participated in interviewing and hiring of front office staff.
- Generated reports and feedback for presentation to general manager.
- Encouraged mutual trust, respect and cooperation among team members.

April 2020 - March 2021

**Al Shifa Medicals - Sales Executive**, Payyannur, India

- Created and implemented area-wise market sector sales and development plans.
- Established and maintained positive, profitable client relationships through superb communication.

April 2018 - March 2020

Malayalam Native

English C2

Proficient

Hindi C2

Proficient

Tamil C2

Proficient

Urdu C2

Proficient

Arabic C2

Proficient

### **BFC Forex - Branch Manager, Mumbai, India**

- Prepared financial statements and analysis for branch.
- Conducted regular branch staff meetings to communicate goals and objectives.
- Performed monthly and quarterly employee performance appraisals.
- Maintained detailed records of branch office activities.

January 2015 - February 2018

#### **Al Muzaini Exchange Co. - Branch Head, Al Fahaheel, Kuwait**

Preparing daily transaction reports, Customers Feedbacks

Preparing Monthly bank reconciliation

Control & review the overall transactions of the branch

Lead the staffs to achieve their monthly target

Address customers & employees satisfaction issues promptly

Organizing Marketing activities and events for the branch

January 2014 - January 2015

#### **Al Muzaini Exchange Co. - Head Teller, Mangaf, Kuwait**

Handling all types of foreign currencies and transfer money all over the world

Hands-on experience in accepting payments from customers and give change and receipts.

Highly skilled in using scanners, cash registers, and calculations.

Proven record of using the right process for cash handling.

In-depth knowledge of handling in money exchange of worldwide currencies

December 2012 - January 2014

#### **Al Muzaini Exchange Co. - Teller, Al Qusour, Kuwait**

- Completed accurate, high-volume money counts via both manual and machine-driven approaches.
- Counted and packaged currency and coins.
- Adhered to vault security procedures and access requirements.
- Processed account deposits, withdrawals and updates to meet customer needs.
- Completed currency exchanges following current, accurate rates.

August 2007 - July 2011

#### **CNET Computers - Computer Technician, Ernakulam, India**

- Maintained scanners, printers and other computer peripheral equipment.
- Troubleshoot system failures or bugs and provided solutions to restore functionality.
- Offered technical support on-site, via phone or email for enhanced customer service.

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## **CERTIFICATIONS**

MCP (Microsoft Certified Professional) Certificate ID:5991975

Diploma in Computer Hardware & Networking from ECIL Hyderabad

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## **ADDITIONAL INFORMATION**

Passport No: V3805460

Issue Date : 18-10-2021

Expiry Date : 17-10-2031

Visa Status : Own Visa