

SUMAN GEORGE ABRAHAM

Profile

Independent and self-motivated with proven records of work completion at time, with experience in banking, customer service and sales. Skilled in building customer relationships and understanding customer needs. Strong communication and interpersonal skills for providing superior customer service.

Employment History

Sales Associate, Padel Smash, Ras Al Khaimah

07/2022 - Present

- Greeting customers, responding to questions, improving engagement with merchandise and providing outstanding customer service.
- Enhanced customer experience through all communication channels through professionalism and product knowledge.
- Provided management constant feedback on client activity and market trends for informed decision-making.
- Operated cash registers with accuracy and processed cash and card transactions.
- Introducing promotions and opportunities to customers, cross-selling products to increase purchase amounts.

Counter Clerk, Al Ansari Exchange, Dubai

02/2019 - 02/2020

- Sold financial service products to customers over the counter, sales products included global funds transfer for individual and corporates, National bonds, credit card advances, bill payments, wage protection system.
- Experienced in UAE Central Bank rules and regulations.
- Well versed in customer service skills and retention initiatives.
- Keep records of customer transactions, recording details of questions, complaints, or comments, as well as actions taken.
- Provided customers with fast and accurate cash handling services, resolving any issues in an efficient manner.

Education

Master of Business Administration(Finance & Marketing), Anna University, Coimbatore,India

06/2016 - 05/2018

Bachelor of Commerce, Mahatma Gandhi University, India

07/2012 - 06/2015

12th, Central Board of Secondary Education, India



Personal Details

Ras Al Khaimah, UAE,
UAE Driving License no. 260995
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Courses

Advance Diploma in Professional Accounting, CICMS

05/2021 - 01/2022

Links

www.linkedin.com/in/suman-george-abraham-215507157

Skills

SAP

Sage

Tally ERP.9

Customer Relationship Management

MS Office

Quick Books

Languages

English

Hindi

Malayalam

Tamil