

# ANU ABRAHAM

Branch Manager/Sales Executive

Dynamic and results-driven Sales Executive with a proven track record of exceeding sales targets and fostering long-lasting customer relationships. Exceptional communicator with strong negotiation skills and a customer-centric approach. Adaptable, tech-savvy, and committed to fostering long-term client relationships. Seeking opportunities to contribute dynamic sales expertise to a forward-thinking organization.

## KEY SKILLS

Team Work

Work Ethic

Analytical skills

Leadership Quality

Negotiation Skills

Time Management

Customer Relationship Management

Problem-Solving Ability

Hardworking

Positive Attitude

Adaptability

## EMPLOYMENT CHRONICLE

**BRANCH MANAGER** | 22 Dec 2023 – Present

**SALES EXECUTIVE** | Mar 2022 – Dec 2023

**AL MULLA EXCHANGE, KUWAIT**

- Maintaining daily sales reports and petty cash.
- Preparing daily cash control reports and K-net reports.
- Handling foreign currencies.
- Preparing daily reports of sales and purchases of foreign currencies.
- Proper Filing of daily Branch Reports.
- Conduct market research to identify opportunities and trends.
- Prepare and deliver compelling presentations to potential clients.
- Build and maintain strong relationships with existing clients.
- Stay informed about company products; provide detailed information to clients.
- Ensure accurate and timely documentation; provide regular sales reports.
- Follow company policies, procedures, and industry regulations.
- Stay updated on industry developments and continuously enhance sales skills.

**OPERATIONS EXECUTIVE AND AUDIT** | Feb 2021 – Feb 2022

**UNITED CONSULTANCY SERVICES INDIA PVT LTD GURUGRAM, HARYANA**

- Manage day-to-day operations and implement policies.
- Ensure efficient workflows and adherence to procedures.
- Conduct internal audits for policy and regulatory compliance.
- Maintain accurate records and ensure compliance with standards.
- Generate and analyze reports on operational performance.
- Ensure adherence to industry standards and best practices.



## CONTACT DETAILS

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Pathanamthitta, Kerala, India

## ACADEMIC CREDENTIALS

**BACHELOR OF COMMERCE (B.Com.)**

- M.G University

**HIGHER SECONDARY**

- Board of Higher Secondary Examination, Kerala, India

**MATRICULATION**

- Board of Public Examination, Kerala, India

## COMPUTER PROFICIENCY

MS Office ★ ★ ★ ★ ★

CCNA ★ ★ ★ ★ ★

Tally ERP 9 ★ ★ ★ ★ ★

Internet & Email ★ ★ ★ ★ ★

## LANGUAGES KNOWN

English 100 %

Malayalam 100 %

Hindi 85 %

Tamil 85 %

## PERSONAL STRENGTHS

- **COMMUNICATION** - Interpersonal skills – verbal, problem solving and listening skills in any administrative role.
- **SERVICE** - Having a client focused approach skills include patience, attentiveness and a positive language.
- **ORGANIZATION** - Helping others, organizing a to-do list. Prioritizing tasks by the deadline for improving time - management.
- **MANAGEMENT**- Management skills to direct others and review others performance.

## INTERESTS



Music



Travelling



Reading

## CUSTOMER SERVICE EXECUTIVE | Aug 2020 – Feb 2021

### INFINITY E-SERVICES GURUGON, HARYANA

- Assist customers with inquiries, issues, and requests promptly.
- Resolve customer problems and complaints efficiently.
- Handle accurate and timely processing of customer orders.
- Maintain records of customer interactions and transactions.
- Gather and analyze customer feedback for improvement.
- Follow company policies and maintain service standards.

## SALES EXECUTIVE AND CASHIER | Aug 2019 – Jan 2020

### MALABAR GOLD AND DIAMONDS MALL OF TRAVANCORE, TRIVANDRUM

- Manage cash transactions accurately during customer purchases.
- Maintain cash registers and reconcile daily cash transactions.
- Engage customers and assist in product selection.
- Assist in maintaining accurate inventory levels on the shop floor.
- Monitor stock levels and communicate replenishment needs.
- Identify opportunities for upselling and cross-selling.
- Enhance the customer shopping experience through additional product offerings.

## COMPUTER OPERATOR | Oct 2018 – May 2019

### SONASTAR JEWELLERY DUBAI

- Handle documentation tasks efficiently and systematically.
- Maintain organized records of transactions and information.
- Ensure data accuracy and quality in all computer operations.
- Maintain confidentiality and security of sensitive information.
- Stay updated on computer systems and technologies through training.

## SALES EXECUTIVE | Oct 2016 – Oct 2018

### JOY ALUKKAS PUNE SHOWROOM

## SALES EXECUTIVE | Aug 2013 – Feb 2016

### KALYAN JEWELERS, VIJAYAWADA SHOWROOM

- Welcome and offer guidance to customers, providing insights on the quality and latest trends in jewellery.
- Educate customers on the intricacies of jewellery and gemstones, explaining cuts, carats, colour, and clarity.
- Offer estimates for the repair of high-end watches and custom jewellery.
- Recommend jewellery designs tailored for specific occasions, ensuring a personalized and memorable shopping experience.

## PERSONAL DOSSIER

Gender	: Male
Date of Birth	: 28-10-1992
Nationality	: Indian
Marital Status	: Married
Passport Number	: U5961493
Permanent Address	: Pulimukathu Malayil (H) Vadaserikara (P.O) Pathanamthitta, Kerala, India

## DECLARATION

I hereby declare that the above-mentioned information is true and I bear the responsibility for the correctness of the above-mentioned particulars.

**ANU ABRAHAM**