



CURRICULUM VITAE

SUJI VARGHESE

POSITION: Store Associate

EDUCATIONAL QUALIFICATION :- BCOM WITH COMPUTER APPLICATION

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CURRENT LOCATION: UAE

Objective:

To succeed in an environment of growth and excellence and earn a job which provides me satisfaction and self development and help me achieve personal as well as organization goal. And to secure a higher position where I can utilize my 5 years of experience in MAF Retail to make a positive contribution to the organization.

Educational Qualification:

- **B-com** with Computer Application, MG University, Kerala, India.
- **12th** from Council of higher secondary education, Kerala in the year 2011.
- **10th** from higher secondary education, Kerala in the year 2009.

Professional Strength / Key Skills:

- Time management
- Accounting
- Book Keeping
- MS Office
- Customer Service Experience
- Team work
- Leadership
- Able to work under Pressure
- Commercial awareness
- Multitasking skills
- Product knowledge

Work Experience:

- Have been working as a Store Associate with Majid Al Futtaim, Carrefour Supermarket JLT, Dubai, UAE since 2019.
- Worked with Muthoot Fincorp in Kerala, India as a Customer Service Executive from 25th August 2017 to December 1st 2018.
- Worked as an Office Assistant at KGK Finance, Kerala from December 2014 to December 2015.

My job function includes:

- Ensuring all cash & card transactions Secure & accurate.
- Supporting store GM to measure customer's satisfaction and guarantee professional image of central cashier office team.
- Ensure the security procedures (assets and employees) are respected and implemented.
- Guarantee the quality of services offered to store customers, listen to them & react immediately to their suggestions.
- Ensure Compliance to Central Cashier Office policies and procedures.
- Train Cashiers and Trolley boys regarding expected Customer Service Standards.
- Guarantee strict control and proper record of all corrections, cancellations, returns, and price changes.
- Monitor the performance of the team at cash counters and provide solutions to increase productivity and profitability of the payment process by increasing customer satisfaction.
- Responsible for all cash transactions.
- Have been performed as CCOINCHARGE on behalf of CCO Supervisor.
- Preparing BRs, front desk handling, meeting daily operation needs.
- Responsible for expenditure and collection transaction.
- Generating sale Leads that develop into new opportunities
- Filing of the paper works, Perform Clerical duties.
- Identifying and assessing customer's needs to achieve satisfaction and tele calling.
- Updating paper work, maintaining documents and word processing.
- Provide accurate, valid and complete information by using the right method.
- Handle customer complaints, Processing refunds and exchange, provide appropriate solutions and alternatives with in the time limit; follow up to ensure resolution.

Personal Details:

Language known : English, Hindi, Malayalam

Visa Status : Work Permit

Date of Birth : 29-07-1993

Reference:

1)Guevara Khaled Alshhama, Business Development Manager, Carrefour hypermarket Dubai, 0543072494

2) Kachiri De Torres, Cash custodian, VIVA, Landmark group , 0558062774

3)Oliver Catalan Ginez, Store Manager, Carrefour Supermarket ,0544257578