



MANU VISWAMBHARAN M

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- 📍 Al Quoz, Dubai

EDUCATION

Bachelor of Business Administration (BBA)

- Jaipur National University
BIMS College Sharjah, UAE
- 2018
- GPA: 60%

Higher Secondary Education

- Albedo School of Business Management
- 2015
- GPA: 72%

Secondary Education

- Rajiv Gandhi Council for Engineering, Technology, and Management
- 2013
- GPA: 85%

TECHNICAL SKILLS

- **Microsoft Office Suite:**
Proficient in Word, Excel, and PowerPoint.
- **Operating Systems:**
Experienced with Microsoft Windows
95/98/2000/XP/7/8/10.
- **Programming Languages:**
Knowledgeable in Python and Java.

OBJECTIVE

A dedicated and customer-focused professional with experience in customer service and digital marketing, seeking a challenging position in a dynamic organization where I can leverage my skills and expertise to contribute to the company's success and grow both personally and professionally.

WORK EXPERIENCE

Customer Service Executive

Muthoot Fincorp Limited
October 4, 2023 - December 10, 2023

Responsibilities:

- Performed cashier duties, appraisals, front desk system operations, and strong room operations.
- Ensured business quality and operational efficiency through process adherence.
- Fostered positive relations with all contacts, customers, and potential customers.
- Met and contributed to branch profitability targets through effective productivity.
- Promoted and cross-sold products and services at every opportunity.
- Conducted promotional activities and referral programs to drive customer acquisition.
- Managed daily transactions and valuables, maintaining accurate records.
- Worked to retain customers by enhancing their financial well-being.

SOFT SKILLS

- **Communication:** Excellent verbal and written communication skills.
- **Coordination:** Effective at coordinating tasks and team activities.
- **Leadership:** Demonstrated leadership abilities in managing and guiding teams.
- **Problem Solving:** Strong analytical and creative thinking skills.
- **Customer Service:** Committed to providing exceptional customer service.
- **Adaptability:** Able to quickly learn new skills and adapt to changing environments.

LANGUAGE SKILLS

- English
- Malayalam
- Hindi
- Tamil

PERSONAL DETAILS

- **Nationality :** Indian
- **Gender :** Male
- **Marital Status:** Single
- **Date of Birth :** 28/01/1996
- **Passport No:** R2415519
- **Visit visa validity:**13-07-2024

Digital Marketing Intern

Spectrum Softech Solutions Pvt Limited
December 2018 - February 2019

Responsibilities:

- Developed and executed digital marketing campaigns across email, social media, PPC, SEO, content marketing, and affiliate marketing.
- Conducted market research and data analysis to identify trends and opportunities.
- Managed and evaluated the effectiveness of digital campaigns, reporting to senior management.

DECLARATION

The above-given information is correct and complete to the best of my knowledge and belief.

Manu Viswambharan M
Dubai, UAE.