



ROHAN SUGUMARAN

ADMIN ASSISTANT

CONTACT

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EDUCATION

2020-2024

**SOUTH EASTERN
UNIVERSITY OF SRILANKA**

- Bachelor of Business Administration

CERTIFICATE

2009

ACS TECHNOLOGY SYSTEM

- Computer Application Assistant

SKILLS

- Customer Service
- Public Relations
- Teamwork
- Time Management
- Leadership
- Effective Communication
- Negotiation
- Computer Skills

LANGUAGES

- English (Fluent)
- Tamil (Fluent)

PROFILE

Dynamic and results-driven professional with over 8 years of comprehensive experience in administration, cashiering, business development, and sales. Proven track record in enhancing operational efficiency and driving revenue growth across diverse sectors, including banking and hospitality. Possess strong analytical skills with a solid background in loan recovery and client relationship management..

WORK EXPERIENCE

- **Bank Of Ceylon** Mar 2012- Sep 2012
Internship Trainee
 - Assisted with customer inquiries and account management. Supported daily operations and administrative tasks. Participated in training sessions and team meetings.
 - In customer service, the intern helped customers open accounts by collecting required documents, filling out forms, and setting transaction limits.
- **National Development Bank** Mar 2014 - May 2016
Business Development Associates
 - Conducting market research and analysis to identify business opportunities. Assisting in the development and implementation of business strategies.
 - raising the profile of the Banking & Finance practice, and helping to acquire new clients and expand existing client relationships.
- **Regional Development Bank** Jul 2016- Jun 2018
Loan Officer
 - Obtain, verify, and analyze applicants' financial information, such as credit rating and income.
 - Review loan agreements to ensure that they comply with federal and state regulations. Approve loan applications or refer them to management for a decision.
- **Faith Supermarket** Aug 2018- Oct 2020
Cashier
 - Manage transactions with customers using cash registers. Scan goods and ensure pricing is accurate.
 - Collect payments whether in cash or credit. Issue receipts, refunds, change or tickets.
- **Anabaaya Rest & Inn** Nov 2020- Dec 2024
Cashier & Admin Assistant
 - Answer telephones, assist guests, take diner reservations and messages, type correspondence and F&B related forms, event signage, and minutes for communication meetings. Also types menus for restaurants, parties, place cards, name cards, and table tents.