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thalhath2020@gmail.com



PERSONAL DETAILS

Sex : MALE

Nationality : INDIAN

passport No: TO186988

Expiry Date : 14/01/2029

Languages Known:

Malayalam, English,
Hindi Kannada.
Arabic (Read & Write)

Marital Status:

Married

DOB : 20/09/1988

Visa Status:

Visit visa

EXP: 30/04/2023

Permanent Address

Ezhuthan house
Anjukunnu P.O
Mananthavady
Wayanad
Kerala
Pin: 670645

Academic Credentials

BBM (Bachelor of
Business Management)
Bangalore University



Current Location

DUBAI

Professional Summary

Dynamic, customer-focused professional with 9+ years of experience in Administration, Accounting, Inventory, Head cashier, and branch management. Proven track record of consistently meeting and exceeding expectations in customer service, sales, and operational efficiency. Demonstrated ability to lead and motivate team members and develop strategies for improving customer service and increasing profitability. Highly organized, with strong problem-solving and analytical skills.

Area of Interest

- Σ logistic inventory management
- Σ Human Resource Development
- Σ Accounting/ Finance Management
- Σ Management Information System
- Σ Public/Customer Relation

Work Experience

2019-2021: Inventory Controller (Al madina warehouse, sharjah, UAE)

- Σ Oversees team of inventory or warehouse employees.
- Σ Manages inventory tracking system to record deliveries, shipments and stock levels.
- Σ Evaluates deliveries, shipments and product levels to improve inventory control procedures.
- Σ Analyzes daily product and supply levels to anticipate inventory problems and shortages.
- Σ Manage the schedules of deliveries and shipments to ensure timely operations. This involves utilizing the latest technologies, such as PDT (Portable Data Terminal) and inventory ERP (Enterprise Resource Planning) software to track inventory levels and manage logistics operations efficiently.
- Σ Ensure the quality, quantity and expiry dates of products received by checking purchase invoices. Barcode labels can also be used to identify goods from stocks for sales, making it easier to keep track of inventory and streamline the sales process.
- Σ Develops business relationships with suppliers and customers.
- Σ Monitors demand and analyzes data to anticipate future supply and logistical needs. Reports on inventory levels, supply chain progress, procedural efficiency and personnel issues to upper management.

2017-2019: Floor Manager (Al Madina Hypermarket, Sharjah, UAE)

- Σ Oversee all the professional activities of the store's floor salespeople, cashiers, shelf stockers, and other employees.
- Σ Drawing up budgets, analyzing expenditures and evaluating the amount of merchandise delivered versus
- Σ Maintaining the store's inventory
- Σ Adequately stocked without unnecessary waste.

- Σ Maintaining the store sales floor. This involves setting up new displays, ensuring that the store is clean and orderly, and making sure shelves are stocked.
- Σ Help customers, addressing their questions, concerns, and comments.
- Σ Helping customers to find specific items, sorting out complex refunds and resolving complaints
- Σ Keep expenditure reports, sales figures, and employee performance.

2013 -2017: Accountant & Inventory Controller (New lulu Hypermarket, Kerala)

- Σ Provide financial information to the management
- Σ Tallying accounts of day-to-day transaction
- Σ Business partners (Suppliers, Customers) account reconciliation and report it to the management
- Σ Invoicing, preparation of purchase vouchers, communicate with co- coordinators & customers for payments and account clearance
- Σ Receives and counts items in a warehouse inventory and records the data either manually or on a computer
- Σ Compare the quantities of items physically present in the warehouse
- Σ Examines items in inventory for defects, wear or damage, and reports this information to the management.
- Σ Audit inventory for various Suppliers and enter information to the management
- Σ Responding to sales inquiries, filing reports, managing employees, and providing creative solutions to discrepancies.

2010–2012: Sales Executive (Call 'N' Care, Bangalore)

- Σ Organizing sales visit
- Σ Demonstrating and presenting products
- Σ Establishing new business
- Σ Assisting and analyzing the growth of sales
- Σ Attending trade exhibitions, conferences and meetings
- Σ Ensure and support staff in maintaining sales and documentation
- Σ Inventory controls and make recommendations to management
- Σ Aiming to achieve monthly or annual targets.

2009 –2010: Customer Relation Executive (Call Center, Bangalore)

- Σ Deal directly with customers' inquiries and complaints
- Σ Analyze records of customer inquiries, purchases, service requests and complaints to identify trends
- Σ Use customer data to focus resources on improving performance
- Σ Listen to a customer's problem and deal with it calmly and politely
- Σ Monitoring and evaluation system for the customer service departments.

Academic Profile

BBM (Bachelor of Business Management) Bangalore University, India

+2(PUC) - Board of higher secondary, Kerala

X/SSLC - Board of public examination, Kerala

Academic Summary

- Σ Graduated in Business management from Dr.NSAM First Grade College, Bangalore University.
- Σ Well versed in modern business management principles, Accounting, Finance, and Administration
- Σ Technical qualification in Windows, MS Office 2007, and various accounting software.
- Σ Specialized in human resource management.
- Σ Possess well-developed conceptual, communication and creative skills, approach and implement projects systematically and in a disciplined manner.

COMPUTER PROFICIENCY

OPERATING SYSTEM : WINDOWS, LINUX

APPLICATION : MS Office, Internet Browsing, various ERP apps and Customized Applications

SOFT SKILLS

- Σ Ability to easily acquire and learn new technology.
- Σ Positive attitude.
- Σ Ability to work well both within a team and individually.
- Σ Friendly, approachable and self-motivated individual.
- Σ Committed to work in project deadlines and schedules.
- Σ Ability to stick with the Organizations policy and regulations.

DECLARATION

I hereby solemnly affirm that all the details provided above are true to the best of my knowledge.

Thalhath.E
Dubai