



TINU C. THOMAS

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Result oriented MBA graduate with one plus year of sales and customer services experience and having strong communication, observation, planning, leadership, and supervisory skills seeking opportunities to leverage expertise in the work to contribute to the growth and success of a forward- thinking organization.

EDUCATION

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| Master of Business Administration (M.B.A.) - Finance and marketing
<i>Mahatma Gandhi University, Kottayam, Kerala, India</i> | (06/2019 - 08/2021) |
| BBA - Business administration
<i>Baselius College, Kottayam, Kerala, India</i> | (06/2015 – 05/2018) |
| Higher Secondary in Science- computer + mathematics
<i>MDSHSS, Kottayam, Kerala, India</i> | (06/2013 – 05/2015) |

EXPERIENCE

- Sales and Marketing Executive** (02/2023 – 03/2024)
Impact Group (Kochi, India)
Performed role: sales, marketing and team management.
Develop effective strategies for achieving sales and increasing revenue.
Conduct training and development sections to representatives.
Acquired training to administration, supervision, and management roles.
- Customer Support Associate** (09/2022 – 12/2022)
Sutherland Global services Inc. (Kochi, India)
Responding to customer enquiries, Resolving complaints and escalations, providing technical support, and maintaining customer satisfaction.
- Marketing Officer** (09/2021 – 12/2021)
Lamit Group (Malappuram, India)
Managing a team of sales professionals, Analysis of sales data to track performance, customer engagement activities.

AREAS OF EXPERTISE

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|--|------------------------------|
| • Communication and instructional skill. | • Learning and development |
| • Leadership and team management. | • Finance |
| • Marketing and sales management. | • Administration |
| • MS office tools | • Basic computer operations. |

LANGUAGES

- | | |
|--------------------------|------------------------|
| • English (Professional) | • Malayalam (Native) |
| • Hindi (Intermediate) | • Tamil (Intermediate) |

ACADEMIC PROJECTS

- Study on financial performance analysis of Hindalco industries Ltd.(2021)
Analyzed past data to identify trends and patterns.
- Organization study of TATA Steel Ltd. (2020)
Analyzed the organizational structure and departmental functions.
- Study on employee grievance handling mechanism at Rubco, Pampady, India (2018)
Analyzed the effectiveness of the employee grievance handling system.