



SUHAIR T P

FRONT END MANAGER

To achieve a successful career, I strive to find an organization that values my skills and abilities. I am eager to use my talents to help the organization reach its goals and objectives. My ambition and personal goals are aligned with those of the organization, and I am committed to helping the organization reach its full potential. I am confident that with my skills and dedication, I can contribute to the success of the organization and find job satisfaction

PERSONAL DETAILS

Mobile	+968 79858505
Address	Muscat Oman
Email ID	tpsuhair6@gmail.com
Nationality	Indian
D.O.B	January 27th, 1994
Gender	Male
Marital Status	Married
Passport No	V8349294
Date of Expiry	06-01-2032

ACADEMIC CREDENTIALS

- Higher Secondary
Board of Higher Secondary of Education
- SSLC
Board of Public Secondary of Education

COMPUTER SKILLS

- MS Word
- MS Excel
- MS PowerPoint
- MS Outlook

LANGUAGES KNOWN

- English
- Malayalam
- Arabic
- Hindi

KEY SKILLS

<i>Attention to Detail</i>	<i>Ability to Multitask</i>	<i>Store Management</i>
<i>Store Sales</i>	<i>Service Desk</i>	<i>Performance Reviews</i>
<i>Store Operations</i>	<i>Loss Preventions</i>	<i>Customer Relations</i>

EMPLOYMENT CHRONICLE

❖ Front End Manager (April 2022 - still) Nesto Hypermarket Muscat Oman

- Providing training to new employees on company policies and procedures
- Assigning tasks to all front end staff such as scheduling employees for shifts, updating payroll information, and providing training materials
- Monitoring employee performance to ensure that they are performing their responsibilities in a satisfactory manner
- Managing the store's operations including inventory levels of products, employee schedules, and customer satisfaction
- Overseeing all front end operations including cash handling, register reconciliation, and customer service
- Training new employees in the duties and responsibilities associated with their position within the company
- Scheduling work shifts and monitoring productivity to ensure that deadlines are met
- Ensuring that all cash transactions are processed accurately and efficiently by following established procedures
- Ensuring that merchandise is properly displayed and that prices are clearly visible to customers

❖ Cashier / Cash Supervisor /Customer Service (December 2013– 2022 February 1) WORLD TRADE CENTRE, LULU GROUP INTERNATIONAL, ABU DHABI-UAE.

➤ Cashier

- Create sales at the cash register by scanning items and classifying and summing customer purchases.
- Solve the problems and answer the customers' questions.
- Perform bagging for purchased items if need be.
- Performs valid returns of purchases.
- Breakdown and total purchases by acquiring prices of taxable and non-taxable items.
- Operation of the cash register.
- Enter the price change by referring to the price list and special sales bulletin.
- Discounts on shopping by redeeming coupons.

HOBBIES

- Reading Books
- Listening Music
- Current Affairs
- Football
- Writing

- Collect payments and make changes to cash customers by accepting cash, coupons from customers.
- Operation of credit card authentication system.

➤ Cash Supervisor

- Completes all cash management set-up documentation for new and existing department processes; prepares correspondence and proposals directed to and for cash management.
- Timely reconciles cash application and disbursements.
- Monitors cash transactions to ensure that bank account balances to the report and any unusual items are investigated.
- Forecasts, monitors and tracks cash flow (daily, weekly, monthly, quarterly etc.).
- Prepares cash flow reports, and identifies and evaluates variances.
- Receives incoming wire transfers and processes outgoing wire transfers. Posts wires.
- Assists with project assignments and financial reporting.
- Supervise the financial Oracle implementation and on-going support and control in cash management.
- In charge of bank accounts monthly reconciliations
- In charge of year end bank accounts confirmation
- Directs, motivates and trains Treasury staff and ensures effective departmental operations, both currently and in the future, through the selection and deployment of competent accountants
- Manage the external & internal audit enquiries regarding cash.
- Accountable for and has the authority over department's unit to validate the adherence to policies, procedures and short term plans.

➤ Customer Service

- Maintaining a positive, empathetic, and professional attitude toward customers at all times.
- Responding promptly to customer inquiries.
- Communicating with customers through various channels.
- Acknowledging and resolving customer complaints.
- Knowing our products inside and out so that you can answer questions.
- Processing orders, forms, applications, and requests.
- Keeping records of customer interactions, transactions, comments, and complaints.
- Communicating and coordinating with colleagues as necessary.
- Providing feedback on the efficiency of the customer service process.
- Managing a team of junior customer service representatives.
- Ensure customer satisfaction and provide professional customer support.

DECLARATION

I hereby declare that all the details mentioned above are in accordance with the truth and fact as per my knowledge and I hold the responsibility for the correctness of the above-mentioned particulars.

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