



## Sumithamol S.B

### CAREER OBJECTIVE

Looking forward for opportunities to work in new areas using the cutting edge tools in a challenging position that gives me scope to apply my knowledge, assume responsibility and strive for collective growth and development.

### CURRENT ADDRESS

Dubai  
UAE

#### Email:

sumithasisupal.sb@gmail.com

Contact: +971585058166

### PERSONAL SKILLS

Effective Team Leader  
Highly Motivated  
Creativity  
Attention to detail  
Open Minded

### PERSONAL DETAILS

Sumithamol S.B  
Namanattu  
Parayakadu P.O  
Chethala,  
Alleppey Dist.  
Kerala 682 540, India

DOB: 13<sup>th</sup> Feb 1981

Sex: Female

Nationality: Indian

Marital Status: Married

#### Passport Details:

Place of Issue: Cochin

Date of Issue: 21/04/2015

Visa Status: Visit Visa

### LANGUAGE PROFICIENCY

English  
Malayalam  
Tamil  
Hindi

### PROFESSIONAL EXPERIENCE

#### **Business Relationship Manager – Glitz Business Solutions**

Aug 2019 – Till Date

- Prioritising Business Relationship Management within the company.
- Identifying the needs of existing and potential customers and then ensuring that appropriate resources are committed to meeting those requirements.
- Responsible for day-to-day interaction with client / consultants / contractors / suppliers / vendors regarding the progress of the business.
- Inspiring others to change for the benefit of the business.
- Quickly gaining an understanding of a client's business strategies, plans, needs and objectives.
- Working closely with customers to ensure that they are getting the best from the business.
- Leading a team by providing them with guidance, motivation, and support.
- Support all the Continuous Quality (CQI) as well as process improvement initiatives in operations to ensure that customer service is enhanced and operations costs is minimized.
- Handling customer queries, building, and maintaining client profile records.

#### **Administration Executive – Recourse Hunters HR Pvt Ltd**

Aug 2015 – July 2019

- Using Applicant Tracking Systems (ATS) and Candidate Management Systems (CMS) to find suitable candidates for vacancies.
- Shortlisting applicants and advising those who have been successful as well as unsuccessful of their status.
- Verifying a candidate's employment credentials by contacting the professional and personal references they have provided.
- Contacting successful candidates individually and inviting them to interview.
- Issuing offers of employment to successful candidates.
- Ensuring that a candidate's eligibility to work is checked and all information is kept on file.
- Hosting networking events for both clients and candidates.
- Knowledge of all relevant employment laws and their application.

#### **Administration Executive – Bee Pee Tours and Travels**

July 2014 – July 2015

- Responsible for arranging all company travel itineraries with several different travel companies.
- Responsible for compiling a company travel log that was submitted to management once a month.
- Issuing of tickets for individuals and walk-in clients for International and Domestic travel.

## HOBBIES

Reading to keep knowledge updated

Listening to Music

- Coordinate with Airline offices and representatives.
- Worked with various Domestic and International airlines for rates, availability of tickets and promotions.
- Sales of Travel and Tourism packages.

### **Front Desk Customer Relationship Manager – Idea**

April 2008 – June 2014

- Demonstrated success in using and teaching directive selling, including team, cross- and online selling.
- Assist in developing and implementing a relationship selling strategy to drive results in key focus areas.
- Building and maintaining profitable relationships with key customers.
- Resolving customer complaints quickly and efficiently.
- Keeping customers updated on the latest products to increase sales.
- Expanding the customer base by upselling and cross-selling.
- Maintaining up-to-date records of customer contact (customer meeting notes) and recording development activity
- Prepared clear sales analysis, as well as sales reports, in-time proposals and presentations.

### **Microbiologist – GRK Spices Exporting Company**

July 2007 – March 2008

- Reviewing and approving data generated from testing.
- Ensuring products and processes comply with all relevant procedures, principles and regulations.

## TECHINICAL PROFICIENCY

Applications: SAP B1

Adobe Photoshop, DTP

Office Suite (Word, Excel, Power Point)

## ACADEMIC QUALIFICATIONS

Bachelor of Science (B.Sc. Chemistry)

In addition of Qualification I have a strong desire to learn new concepts on the job and 'Never give up' attitude, when faced with difficulties. All the above information is true to the best of my knowledge.

**REFERENCES** – Available on request.

Date:

Place:

Sumithamol S.B