



ARUN SUKUMARAN

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PERSONAL PROFILE

Date of Birth: 23/08/1987

Nationality : Indian

Marital Status: Married

Father Name: K.Sukumaran

Professional Qualification:

Higher Secondary in CMS Matriculation
Higher Secondary School in Coimbatore
(India) Completed On March 2005.

AME from Nehru college of
AERONAUTICS and APPLIED
Science in COIMBATORE (India)
Completed on Aug 2008.

BBA from BHARATHIYAR
UNIVERSITY, COIMBATORE (India)
Completed On Dec 2012.

MBA in MARKETING (conc.)
BHARATHIYAR UNIVERSITY,
COIMBATORE (India).

OBJECTIVE:

Seeking a challenging career which ensures learning and provides an exposure to newer trends there by stimulating personal and professional growth.

Summary:

PROFILE SUMMARY:

- Proficiency at grasping new concepts quickly and utilizing it in a productive manner.
- Self-motivated, hardworking and goal-oriented with a high degree of flexibility, creativity, resourcefulness, commitment and optimism.
- Possess excellent leadership & people management abilities.
- Ability to work under pressure & meet deadlines effectively.
- The ability to communicate clearly and effectively to deal with all levels of customers.
- Experiences in multinational Customer services
- Good team player & ability to maintain good relationship with seniors, subordinates, customers.

Professional Experience:

Total Working Experience: 10 Years and in UAE 6 Years

Worked as Virtual Relationship Manager - RAK BANK from Feb 26th 2019 to 04 SEP 2020. (DUBAI, UAE)

- **Managing a Portfolio for Business Banking clients (SME Banking)**
- **Customer Service being our Prime Focus and providing first hand guidance to our business clients.**
- **Sustaining the portfolio and increasing the growth as per the target given.**
- **Cross-selling products - rigorous**
- **Knowledge in business on boarding and client due diligence (KYC/AML) requirements**
- **Handling all service-related enquiries and providing solutions.**
- **Guiding the clients to alternative channels as per their requirements.**
- **Providing specials rates for Foreign Currency transfer as per the relationship value of the clients.**
- **Providing trade opportunities to clients - Trade Facilities.**

PASSPORT DETAILS:

Passport No: N8099726

Place of Issue: Coimbatore,TamilNadu,
India.

Date of Issue: 05 may 2016

Date of Expiry: 04 may 2026

Visa Details: 90days visit

Validity till: - 10 NOV 2022

ADDRESS:

No 9, 8th street, K K Nagar,
Bharathi Nagar, Ganapathy,
Coimbatore-641006, India.

LINGUISTIC ABILITIES:

English, Hindi, Malayalam, Tamil

AREA OF EXPERTISE:

Teambuilding &
Training on Time
Performance Operation
Management Ramp
Operation Passenger
Facilitation VIP Charter
& Chopper Quality
Service

PERSONAL STRENGHT:

Good understanding ability
Good communication skill
Team leadership
Ability to work in a team
Well prepared to adapt to difficult
Situation

PERSONAL INTEREST:

Listening to Music,Singing,Dancing
Playing games,Pet care

- Offering all types of loans for business, commercial real estate, POS loans.
- Handling customer complaints and Retention
- Placing FDs (existing/fresh)
- Elite Banking
- Business Visits
- Activating Dormant accounts further building relationships with clients
- Offering value added services.

Phone Banking Representative as well as chat Representative (Duly skilled) - RAK BANK - BACK OFFICE SUPPORT (SERVICE FZCO) From Jan 1st 2017 to 24th Feb 2019. (DUBAI,UAE)

Duties And Responsibilities:

- Executed financial transactions according to bank policies and procedures.
- Assessed needs of customers, suggesting products and services accordingly
- Researched and resolved service-related problems
- Proficiently answer customer inquiries regarding their banking product.
- Ensure that all customer needs are met and handle appropriately during their initial contact.
- Provide outstanding assistance to customers with all their banking Transactions and services.

Sales Agent (Bancassurance) - RAK BANK - BACK OFFICE SUPPORT(SERVICE FZCO) From Jan 4th 2015 to Dec 31st 2016 (DUBAI,UAE)

Duties And Responsibilities:

- Financial advisor.
- To achieve weekly and monthly target as individual as well as team work.
- Explore the standard of the company and company policy
- Maintaining good relations and Goodwill with clients.

PERSONAL ACHIEVEMENT:

Winners in State Level Football in School

Winners of national level dance competition

Played for Coimbatore division Football

Achieved 2nd Highest Revenue in Contact Center in Rak Bank.

Certified with bronze award (RAKBANK) as best web chat agent October 2018.

TRAINING & CERTIFICATION:

Anti-money laundering classroom program 15th November 2015.

Anti – Money Laundering Advanced – 21st July 2016 and 21st September 2018.

Advanced call center Training.

Basic call center training.

Basic Aircraft weight and Balance (Safe Loading of Aircraft)

Aviation Security (AVSEC) Awareness Training.

Passenger And Baggage Handling. Dangerous Goods Cat 9, 11 And 12.

Undertaken Process Improvement with Respect To Operations & Service Quality.

Customer Service Agent – in BHADRA INTERNATIONAL INDIA PVT LTD GHA OF AIRARABIA from April 17th 2013 to July 31st 2014 in COIMBATORE (TAMIL NADU, INDIA).

Duties And Responsibilities:

- Handling of Ramp Operation
- Load Planning for Airbus A320
- CHECK IN, TRANSFER DESK, VISA CHECK, Customer Services EB (Excess Baggage), SECURITY CHECK, LOST AND FOUND G D (General Declaration), B.M.A (Baggage Management Area).
- Ramp safety Briefing and Handle the chartered flight.

AIRPORT CO-ORDINATOR in PARK PLAZA DELUXE (Sabari Group) from 10th Apr 2012 to 14th Apr 2013 in COIMBATORE (TAMILNADU, INDIA).

Duties And Responsibilities:

- Responsible on customer’s satisfaction by ensuring the accuracy and timely processing in all aspects.
- Contacting customers and arrange the air tickets.
- Responsible for the maintenance of sales records as a basis for reports to the senior management team.
- Ensuring that sales and marketing activities are integrated.
- Maintaining good relations and Goodwill with our clients and the company.

TECHNICIAN in KASTURI AVIATION GHA OF SILKAIR from Jun 24th 2009 TO Oct 10th 2011 in COIMBATORE (TAMILNADU, INDIA).

Duties And Responsibilities: Airbus 319 & 320

MAINTAINANCE OF RAMP EQUIPMENT & OFFICE EQUIPMENT

- Maintained as per the standard of company and airline policy. Re ensures and keeps the equipment ready.
- Walk around check to find out any suspicious and FOD available and take necessary action if required.
- Refuel the aircraft as per requirement and Handle the chartered flight.

***TRAINING TECHNICIAN in ANDRA PRADESH AVIATION
ACADAMY from Feb 15th 2008 to Jul 31st 2008 in HYDERABAD
(ANDRAPRADESH, INDIA).***

Duties And Responsibilities: Cessna 152 & Cessna 172 Light Aircrafts.

- Carry on Daily inspection Schedule and maintain the aircraft up to the level of standard day to day operation.
- Walk around check to find out any suspicious and FOD available and take necessary action if required.
- Refuel the aircraft as per requirement.

DECLARATION:

I hereby declare that the details furnished above are true up to my knowledge.

Place: Coimbatore

Date:

Arun Sukumaran