



# AMAL MANISUTHAN BABY

Results-focused and proactive in planning day-to-day operations and solving service issues. Offers advanced abilities in tackling issues impacting team and business success. Excels at managing team and personal time to consistently exceed expectations.



## CONTACT

-  DUBAI, UAE
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## CORE QUALIFICATIONS

- Conflict resolution.
- Team Building
- Managerial Skills
- Quality Assurance
- Can do attitude.
- Ready to learn and apply new things.
- SAP BUSINESS
- ERP
- MS OFFICE SUITE
- Customer relationship building
- General office administration
- Communication skills
- Invoicing

## LANGUAGES

- English:** C1  
  
Advanced
- Arabic:** A2  
  
Elementary

## EXPERIENCE

### **Acting Assistant Manager (Admin and Customer Support)** **ADNOC DISTRIBUTION** (October 2016- July 2023)

- Handling bulk daily sales cash and deposits
- Supervised and delegated tasks to employees to meet key productivity targets.
- Carry out administrative duties such as filing, typing, copying, scanning etc.
  - Write letters and emails on behalf of other employees.
  - Prepare and monitor invoices.
  - Develop and maintain a filing system.
  - Produce and distribute correspondence memos, letters, faxes and forms.
  - Answer and direct phone calls.
  - Ensure operation of equipment by completing preventive maintenance requirements; calling for repairs; maintaining equipment inventories; evaluating new equipment and techniques.
  - Maintain computer and manual filing systems.
  - Handle sensitive information in a confidential manner.
  - Maintain up to date employee annual leave records.
  - Conduct data entry.
- Oversaw third-party contracts and service level agreements for facilities maintenance, security and waste management.
- Generated strategic weekly Key Performance Indicator (KPI) targets, motivating and incentivizing staff to continually achieve and exceed expectation.
- Demonstrated autonomy and strong analytical decision-making skills in resolving complex customer issues with little or no guidance
- Manage financials, inventory, and ordering of business supplies
- Responsible for monthly financial summary, auditing, and accounting
- Proficient in documenting knowledge, process, or system gaps and providing feedback to respective units
- Liaising with various departments to handle issues end to end, while also working closely with line managers to key in training programs
- Plan and manage shift operations to ensure optimal utilization of

Hindi:

C2

Proficient

Malayalam:

C2

Proficient

ADDITIONAL INFORMATION

Visa: Employment Visa  
Nationality: Indian  
Passport No: S7261809  
Marital Status: Married  
Driving License:2412795(Manual)

- resources and revenue targets
- Communicated directly with customers via phone and email, resolving conflicts and setting appropriate expectations to ensure satisfaction.

SALES ATTENDANT (March 2016-October 2016)  
ABUDHABI NATIONAL OIL COMPANY-DISTRIBUTION

- Assisting customers, addressing their inquiries, and providing excellent service to enhance their shopping experience.
- Actively promoting products, upselling and cross selling to increase sales revenue.
- Handling transactions, processing payments and maintaining accurate record of sales.
- working with other sales attendants and store staff to achieve common goals and maintain a cooperative work environment.

EDUCATION

11/2020 - Current  
Master of Business Administration HR AND MARKETING  
RABINDRANATH TAGORE UNIVERSITY - BHOPAL INDIA  
  
Bachelor's Business Administration  
NORTHEAST FRONTIER TECHNICAL UNIVERSITY - Arunachal Pradesh INDIA  
GPA: 4.0

RESPONSIBILITIES HANDLED

- Plan and coordinate shift schedules for employees
- Ensure maintenance of equipment and instruments
- Conduct regular station visits to monitor customer service and quality. Supervise incident reports Analyze reports and records to evaluate performance.
- Conduct random audits of stock and cash Ensure effective implementation of inventory management policies.
- Identify and implement improvements in internal processes.
- Comply with HSE policies, procedures, and legislation.
- Communication & Working Relationships: Internal: Retail Teams, Operations, Maintenance Teams, Finance External: Customers, Government Authorities