

# Rikku Thomas

Branch Manager

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## Profile Summary

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Accomplished branch manager with a strong background in managing foreign exchange operations and enhancing branch performance. Proven ability in leading teams, developing and implementing strategic initiatives, and optimizing customer service. Recognized for driving business growth, improving operational efficiency, and excelling in client relationship management and portfolio oversight.

## Professional Experience

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**Branch Manager**

**Modern Exchange Co. L.L.C., Muscat, Sultanate of Oman**

**April 2016 Onwards**

- Regularly evaluate branch staff performance, develop improvement plans, and address conflicts to foster a positive work environment.
- Develop and implement strategies to increase sales, identify new business opportunities, and enhance revenue.
- Conduct market analysis to identify trends, competition, and new opportunities, effectively promoting the company's products and services.
- Maintain positive relationships with customers, promptly addressing inquiries and complaints to provide excellent service.
- Implement measures to improve branch productivity and efficiency, ensuring friendly and effective customer interactions.

**Finance Executive**

**M Squared Software and Services Pvt. Ltd., Techno Park, Trivandrum, Kerala, India**

**January 2015 - April 2016**

- Monitored and maintained the status of financial records, including cash flow statements and daily organizational expenses.
- Drafted and processed invoices, ensuring accurate data entry and timely account reconciliation.
- Conducted comprehensive reviews of organizational income and expenses, including the preparation of petty cash and bank reconciliation reports.
- Oversaw the accurate entry and inventory of financial data, ensuring consistency and compliance with accounting standards.

## Professional Skills

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- Efficient in managing branch operations, ensuring timely accounting and error-free product cycles.
- Expert in developing and implementing sales and marketing strategies to achieve targets and promote the brand.
- Skilled in maintaining positive customer relationships, providing prompt and accurate responses to inquiries.
- Proficient in monitoring financial records, including cash flow statements, income, expenses, and reconciliations.
- Adept at evaluating staff performance, developing improvement plans, and fostering a positive work environment.
- Experienced in conducting market analysis to identify trends, competition, and new business opportunities.
- Competent in documentation, administrative record-keeping, and maintaining accurate financial data.
- Advanced skills in MS Office, Tally, internet access, and email operations.

- Strong interpersonal and communication skills, ensuring effective client and colleague interactions.
- Excellent negotiation skills and client relationship management.
- Experienced in portfolio management and handling management information systems.
- Knowledgeable in international banking practices, finance, and marketing.

## Education

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### Master of Business Administration (Finance & Marketing)

Brindavan College, Bengaluru, Karnataka, India | 2014

### Bachelor of Commerce (Accounting & Finance)

St. Thomas College, Ranny, Pathanamthitta, Kerala, India | 2011

### Plus Two (Commerce)

Mor Severios Higher Secondary School, Ranny, Pathanamthitta, Kerala, India | 2008

## Certifications

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### Anti-Money Laundering (AML) Certification

Modern Exchange Co. L.L.C., Muscat, Sultanate of Oman | November 2023

## Personal Details

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<b>Date of Birth:</b>	1 <sup>st</sup> August 1990
<b>Gender:</b>	Male
<b>Nationality:</b>	Indian
<b>Passport Details:</b>	V9137041 (Expiry: 2612/2031)
<b>Driving License:</b>	<b>Indian License No:</b> KL03 20080006834 MCWG, LMV (Valid till 13/10/2028) Heavy (Valid till 24/09/2027) <b>Oman License No:</b> 106216991 Light Vehicle Automatic (Valid till 06/02/2025)
<b>Languages known:</b>	English (Proficient) Hindi (Intermediate) Tamil (Intermediate) Arabic (Basic) Malayalam (Native)
<b>Location:</b>	Muscat, Sultanate of Oman

## Declaration

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I hereby declare that the information stated above is true to the best of my knowledge.

Sultanate of Oman

Rikku Thomas