



Albin John Thomas

Business Development Manager

I am a sales assistant with work experience in the retail, food and hospitality industries. I build relationships with customers that facilitates customer loyalty to organizations and sustains long-term business. I deliver customer service that creates customer satisfaction and strengthens the reputation of the organization. Furthermore, I ensure exceptional in-store experience for customers which results in new business via word of mouth.

+91 8606868759

thomasjohnalbin@gmail.com

28th August 1999

Kochumannil House

Kizhakenmuthoor P.O Kuttapuzha
Thiruvalla, 689103

Expertise

Customer Service
Stock Mangement
Storekeeping and Cleaning
EFTPOS and Cash Handling
Communication
Marketing and Upselling

Technical Skills

MS Word

MS Excel

MS Powerpoint

MS Outlook

Data Entry

Data Management

Educational Profile

Indira Gandhi National Open University

2020-2022

Master of Travel and Tourism Management

Marthoma College ,Thiruvalla

2017-2019

Bachelor of Arts (BA)- History: Mahatama Gandhi
University, Kerala, India

Syrian Jacobite Public School

Higher Secondary Education (CBSE) 2015-2017

Secondary Education(CBSE) 2015

Add on Courses

Fundamentals of Digital Marketing

Volunteer Experience

- National Service Scheme (NSS): Social work, organizing health camps
- Kerala flood relief work volunteer

Languages Known

Malayalam

English

Hindi

Tamil

Experiences

MAAT Hotels and Resorts, Aluva, Kochi, India

BDM/Business Development Manager

(April 2022- till present)

Car Max, Car Detailing Studio, Thiruvalla

Customer Service Associate (2022)

New Ark Developers (Construction Company)

Office Associate (2021-2022)

Talco Group of Companies

Marketing Executive (2021-2022)

Harvest Catering Services, Kerala, India (2017)

Office Assistant

- Inventory management and maintenance of supplies
- Stock ordering
- Invoice management
- Book-keeping inputs
- Data entry
- Scheduling appointments and following up
- Drafting of emails
- Office cleaning and scheduling maintenance activities

Driver

- Driving company vehicle for business needs
- Ensuring periodic servicing of company vehicles

V-Mart Retail Store, 2016 – 2017; Kerala, India

Sales Assisatnt

- Customer service
- EFTPOS and cash handling
- Upselling of promotional items
- Stock filling
- Stock management
- Store cleaning