

# MIDHUN MATHRAMKOT MANI



**TOTAL EXPERIENCE IN  
UAE :- 16 YEAR  
HOLDING VALID UAE  
DRIVING LICENCE**

## CONTACT:

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## LANGUAGES

- English
- Hindi
- Malayalam
- Fairly good in Arabic

## CAREER OBJECTIVE

To be a part of progressive organization where I can contribute my knowledge and skills as well gain experience for the advancement of my career and development of my potential, abilities to work effective with people, acquire fulfillment in the field I have chosen.

## WORK EXPERIENCE IN UAE:-

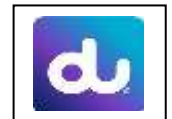
- **April-2011 – Till Now Emirates Post, Al Ain**  
**Post: Operation Executive**



### Responsibilities:

- Preparation of daily, weekly and monthly management reporting (client wise).
- Follow-up the implementation of existing and new projects based on SLA with client & sales team.
- Submit weekly inquiry & complaint report to zone director.
- Follow up of All mails, internal as well external ( External units, call center & other delivery centers)
- Correspondence with the external as well internal Units of official work.
- Coordinate with the delivery & warehouse teams to fulfill SLA for all pending shipments.
- Close the all inquiries & complaint on time (CRM).

- **April 2007– April 2011 at du Telecommunication,**  
**Post: Mailroom representative**



### Responsibilities:

- All mail & documents related works (distribution & receiving).
- Receiving invoice, make daily report & submit to finance dept.
- Receiving and dispatching mails & the entire courier for company as well as staffs (domestic & international).
- Schedule & follow up duty for the internal messenger's.

## WORK EXPERIENCE IN INDIA:-

- **January 2006– June 2007 at JRG Securities limited**  
**Post: Office Assistant**



### Responsibilities:

- Answering phone calls, taking messages, and transferring calls to the appropriate individuals.
- Greeting and assisting visitors, clients, and employees.
- Managing and organizing office files, documents, and records.
- Sorting and distributing incoming mail and packages.
- Preparing and sending outgoing mail and packages, including managing postage and courier services.

## EDUCATIONAL QUALIFICATION

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1. Bachelor of Arts in Sociology (2005 to 2007).
2. Higher Secondary Education (2002 to 2004).
3. Secondary school leaving certificates ( 2002)

## COMPUTER EXPERIANCE

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MS Word, Excel, Access, Power Point, (From 2004)

## TRAINING ATTENDED

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- CRM (Customer Relationship Management)  
From: Emirates Post office, DXB, UAE. Year: March 2014
- Team Building (Leadership)  
From: Emirates Post office, DXB, UAE Year: April 2009
- Quality Customer Service Training.  
From: Emirates Post office, Al Ain, UAE.  
Years: April 2012, June 2013 & June 2014.
- UPU Train post coordinator (2016) awarded by universal postal union

## ADDITIONAL INFORMATION

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- Final performance Appraisal (2022) overall rating – Substantially Exceed Expectation.
- Award winner in 2014 (Emirates post International dept.)
- Award winner as employee of month in July 2022 & Jan 2023 (Emirates Post)

## PERSONAL INFORMATION

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- Nationality : Indian
- Marital status : Married
- Date of birth : 19-11-1986
- Passport number : M9391197
- Visa status : Employment Visa