
RAVEEN GEORGE THOMAS

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Summary

Dynamic business professional with proven success in sales strategy, account leadership, and revenue growth across retail and B2B environments. Skilled in client retention, contract negotiation, and cross-functional leadership. Experienced in driving performance improvements and delivering data-driven insights for executive decision-making. Currently completed an MSc in International Business Management, and also have an MBA in marketing and finance

Skills

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| <ul style="list-style-type: none">• Account Management• Strategic Planning• Client Retention• Sales Enablement• Revenue Growth• Contract Negotiation• Cross-Functional Leadership | <ul style="list-style-type: none">• Performance Tracking• Team Development• Pipeline Management• Process Improvement• Business Development• Customer Engagement• Financial Analysis | <ul style="list-style-type: none">• Project Execution• Relationship Management• Sales Forecasting• Market Expansion• Customer Insights• CRM Optimization• Operational Excellence |
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Experience

Accounts Supervisor | B&M Retail | Jan 2024 – Present

- Led financial reporting and reconciliations, ensuring 100% audit-ready records.
- Reduced expense discrepancies by 20% through improved tracking and controls.
- Managed and coached a 6-member team, improving KPI performance and process efficiency.
- Enhanced inventory accuracy and transaction integrity by optimizing TOREX systems.
- Strengthened verification processes, improving transaction accuracy by 15%.

Customer Service Leader | B&M Retail | May 2023 – Dec 2023

- Delivered exceptional service to 80+ daily customers while ensuring compliance with company policies.
- Monitored and guided checkout teams, improving service consistency during peak hours.
- Produced daily sales reports and reconciled payments with zero errors.
- Supported onboarding of 3 new staff, raising team efficiency and training standards.
- Helped boost customer satisfaction scores by 10% within three months.

Customer Service Associate | ASDA | Sep 2022 – Mar 2023

- Served 100+ shoppers daily, ensuring smooth customer experience.
- Improved product availability by 25% through efficient merchandising and stocking.
- Ensured quick resolution of customer concerns, increasing satisfaction levels.
- Acted as communication link between team leaders and floor staff to streamline workflow.
- Supported promotional campaigns by maintaining strong product visibility.

Management Trainee | Kites Aviation Academy | Nov 2017 – Aug 2018

- Coordinated 50+ meetings and interviews per quarter, supporting admissions cycles.
- Maintained client communication and documentation with 98% accuracy.
- Organized events that increased student engagement by 40%.
- Enhanced admissions pipeline through effective prospect follow-ups.
- Identified and resolved operational bottlenecks, improving process efficiency.

Education

MSc, International Business Management | Anglia Ruskin University, UK | Jan 2022 – 2024

- Modules: Supply Chain Management, International Business Strategy, Finance in Decision-Making, Leadership & Change

MBA, Finance & Marketing | Acharya Institute of Technology, Bangalore | Aug 2018 – Apr 2021

- Modules: Cost & Management Accounting, Research Methodology, Business Law

BBA, Marketing, Finance & HR | Marthoma College, Kerala | Sep 2017

- Modules: Entrepreneurship Development, Taxation, HRM, Business Law

Pre-University, Commerce | Saint Thomas School, Kerala | Jun 2014

- Modules: Macro-Economics, Accountancy, Business Studies

Volunteer Experience

Postgraduate Student Ambassador | Anglia Ruskin University | Sep 2022 – Nov 2022

- Led campus tours and supported university events.
- Educated visitors on campus life, academic programs, and student opportunities.
- Represented the ARU brand at outreach activities.

Memberships Positions

Leadership & Memberships

- Chair, Student Union, Saint Thomas School | Jun 2012 – Jun 2014