

Muraly Krishna Sukumaran

muralikrishna.s1122@gmail.com | 249-876-6774 | <https://muralykrishnasukumaran.com/> | Vancouver, BC | Open-to-Relocation

EDUCATION

- Canadian Investment Funds Course (CIFIC)** **September 2024**
IFSE Institute Vancouver, BC
- Master of Business Administration (MBA) (Academic Excellence Scholarship)** **April 2022 – September 2023**
University Canada West Vancouver, BC
Key Courses: Accounting for Managers, Financial Management, Digital Transformation, Project Management, Operations Management, Strategic Management, Business Analytics, Small Business Management, Organizational Behaviour and HR Strategies
- Bachelor of Commerce (BCom) in Capital Market (Graduated First Class with Distinction)** **April 2018 – June 2021**
Bharathiar University Tamil Nadu, India
Key Courses: Accounting, Business Mathematics, Investment Fundamentals, Derivative Market, Technical Analysis, Bond and Debt Market, Commodity Market, Financial Assets and Markets, Corporate Finance, Managerial Economics

SKILLS

Technical Skills: Microsoft Office Suite (Word, Excel, PowerPoint, SharePoint), Google Suite, Financial Analysis (Balance Sheet, Income Statement, Ratios) and Technical Analysis (Candlestick, Line Chart), Investment Fundamentals, Data Visualization (SQL, Tableau)

Organizational and Soft Skills: Written/Verbal Business Communication, Client Rapport Building, Conflict Resolution, Time management, Multi-tasking, Commercial Awareness, Record Keeping, Customer Service Excellence, Deadline-Driven, Adaptability, Technologically Adept

RELEVANT EXPERIENCES

- Cafe Manager** **May 2023 – Present**
Cafe Ciel Coquitlam, BC
- **Achieved a 20% cost reduction within six months** by spearheading transformative leadership strategies, driving operational efficiency, and fostering a culture of innovation, exceptional customer focus, inventory management, and quick service.
 - **Elevated store rating from 4.1 to 4.5 and boosted sales by 22% in six months** by implementing successful customer retention initiatives, promotional campaigns, and digital transformation increasing regular patrons by 25% and online orders by 120%.
 - **Oversaw full staff lifecycle—hiring, training, and scheduling—**while effectively **managing multiple tasks under pressure**, ensuring smooth daily operations and consistent service excellence. The staff I hired and trained consistently performed exceptionally.
- Sales Associate** **October 2022 – January 2023**
Crate and Barrel Vancouver, BC
- **Delivered exceptional customer service** by guiding shoppers to the right products, leveraging store systems efficiently, and **building rapport through personalized recommendations**—ultimately boosting sales by 10% by strategic **upselling during promo campaigns**.
 - **Handled diverse administrative duties**, including **answering incoming calls**, responding to emails, and maintaining organized records, ensuring smooth store operations and a consistently positive customer experience.
- Supervisor In-Training** **May 2022 – October 2022**
Waves Coffee House North Vancouver, BC
- Delivered **outstanding customer service** by proactively anticipating guest needs, **swiftly resolving issues**, and fostering a welcoming atmosphere. Ensured a positive dining experience that increased repeat patronage and **cultivated lasting customer relationships**.
 - **Mentored new hires through hands-on training in sales techniques**, customer engagement, and **product knowledge, ensuring proficiency in POS systems** and service excellence. This resulted in **increased sales and stronger brand loyalty** among customers.

ENTREPRENEURIAL VENTURES

- Freelance IELTS Instructor (Online)** **April 2021 – January 2022**
- **Mentored 25 students over a five-month period by designing individualized test-preparation strategies**, providing targeted practice exercises, and offering personalized feedback, leading to significant improvements in IELTS band scores.
- Freelance Education Advisor (Online)** **March 2021 – January 2022**
- **Advised students on aligning their academic strengths and career goals**, recommending suitable degree programs and courses, and offering hands-on assistance throughout the application process to ensure successful enrollment.

LANGUAGE PROFICIENCY

English | Hindi | Tamil | Malayalam