

 **Jijo Joseph**

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# OBJECTIVE

Seeking for the position that would give me the opportunity to enhance my skills and to become more valuable asset to your company with full responsibility to pursue new development thus attain level of competency that will complement both corporate global needs and demands.



# EXPERIENCE

* **ADMIN-OPERATIONS** |

**MY KERALA HOSPITALITY- COCHIN- KERALA**

**June2013 – August 2019**

* Manages the trading account files for assigned customer
* Operates all established trading procedures to achieve targeted results while promoting customer goodwill
* Ensures the timely Portfolio Management
* To make the client aware of the profitable share to encourage share investment & earn good profit
* Contacts customers regarding all trading deals and follows up on communications frequently
* Identifies accounts that require special attention and resolves difficulties, consulting management and escalating where appropriate.
* Maintains accurate and up-to-date customer details and account records (acknowledge the shares received on daily basis and update the client record).
* Develops and maintains cooperative & effective working relationships with all external and internal customers to ensure profit & loss of trading to update the client and resolution of customer queries
* Obtains sufficient information to assess the profit-worthiness of newly proposed and existing share traders and ensures that all clients meet the deal requirements.
* Promoted and developed the involvement of the Dealer Department in day to day activities
* Runs data of daily closed to create losses report which is submitted to the Operations Management
* Prepares the Variance Report on daily and monthly
* Answers calls and emails
* **HR & ADMINISTRATION EXECUTIVE |**

**GLOBAL SPARK GROUP- SHARJAH, UAE.**

**August -2010 – August 2013**

* Assist the CEO with day to day correspondence, reports and presentations
* Telemarketing, Counter Marketing and customer service.
* Performed general office duties and administrative tasks ; encoding, editing and updating of all files ; flights and hotel reservations ; office supplies requisition; reply to internal and external mail inquiries ; follow up orders ; and provide telephone support
* Maximize the sales and profitability of the company by providing an effective and professional administrative service to both internal and external customers
* Function as a PA in responding to incoming calls, host customers and visitors
* Assist the CEO and Department Managers with day to day correspondence, Reports and presentations.
* Manage company filing and deal with mails within the company.
* In charge of telephone system and provide service as required by each department
* Maintain and update company policies
* **SHARJAH AVIATION SERVICE (SAS)**

**HALA EXECUTIVE AT SHARJAH INTERNATIONAL AIRPORT**

**2008-2010**

* Assisted customers on the front/ticketing counter, gate area or baggage service office, deplaning and dispatching fights onetime
* Achieved the highest percentage on time departure as an airport customer service agent
* Created a procedure at the check in counter for passengers to review their destination and improved company accuracy of properly tagging bags.
* Implemented a time saving procedure which increased customer satisfaction by reducing the wait time check-in and increased our on-time departure percentage
* Counter Supervising
* Boarding Point
* Ramp Assisting
* Check in

 **SKILLS**

* **Microsoft Office • Customer Service**
* **Adaptability • Communication**
* **Forecasting • Interpersonal and Organizational**
* **DTP; Graphic Design; Animation**
* **Windows OS; Linux & MS Office, Internet email**
* **Leadership and Teamwork**
* **Multitasking**
* **Time Management**

# EDUCATION AND CERTIFICATION



**HSE**

**Board of Higher Secondary Examination, Kerala 2004**

**Diploma in CCNA**

**Kerala Government -2006**

## Bachelor of History

## Mahatma Gandhi University (MGU)-2011

**Personal Details:**

**Nationality : Indian**

**Mother Tongue : Malayalam**

**Date of Birth : 23/05/1987**

**Language Known : English, Hindi, Malayalam.**

**Marital status : Married**

**Visa Status : Visit**

**Passport Number : R 4142418**

I hereby declare that the above information's are true to the best of my knowledge and I assure that i will work towards the visionary concept of the organization.

**Place: Yours Sincerely,**

**Date Jijo Joseph**