

**Santhosh**

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**Career Objective:**

To strive towards achieving the Organization’s goal as my foremost responsibility and grow with the Company in the light of its success.

**Career Summary**:

Organized and experienced store clerk/storekeeper, expert in maintaining the flow of goods to ensure accurate merchandise inventory. Experienced travel assistant in IATA approved travel agency.

**Education**:

* **Degree in Airline ticketing and Travel and Tourism management** - SATM, Ernakulam, Kerala.
* **Pre Degree** (University - Mahatma Gandhi University) - St. Paul's College, Kalamassery (1991-1992).
* **Class 10** - S.R.V High School, Ernakulam (1990-1991).
* **Class 1 - 9** - Kendriya Vidyalaya, Cochin Port Trust (1980-1989).

**Skills**:

* Excellent written/oral communication and documentation skills.
* Basic computer knowledge and quick Internet surfing.
* Holder of Two Wheeler and Four Wheeler (LMV) driver's license.
* Holder of Four Wheeler taxi badge.

**Work Experience**:

*Xtend Technologies Pvt Ltd, Cochin. 2011 to 2017*

* Worked for six years as **Store Keeper** in an electronic company.

*Major Responsibilities:*

* Handling electronic components, chips, microchips and various other ready to use electronic devices.
* Maintained store facilities to ensure smooth functioning.
* Made arrangements and placed orders for new stock and supplies whenever necessary.
* Responsible for upkeep of various appropriate records of materials received.
* Maintaining records of the inventory in the store.
* Physical verification of materials.
* Preparation of monthly Stock Statement.
* Assist in packaging, sorting and stacking of goods.
* Experience in maintaining the records for audits.
* Reported to store manager on a regular basis regarding the need/demand of items so that the future orders could be placed accordingly.

*Entrepreneur - Softouch Paper Converters, Cochin 2002-2012*

* Experience in running a business for more than a decade.

*Major Responsibilities:*

* Owner of a tissue paper manufacturing unit in Cochin.
* Maintained files and administrative records.
* Compile and maintain record and bookkeeping
* Managed maintenance of building.
* Establish or identify prices of goods and services and tabulate the bills
* Excellent client facing experience and problem solving skills.
* Ensured customer satisfaction.
* Resolve customer complaints.
* Experience with maintaining staff members.
* Experience in communicating and facilitating importing of raw materials for the business unit from different vendors in different states.
* Experiences in sales and marketing of the product.

*Music World Entertainment Ltd, Cochin 1998 to 2002*

* Worked as **Customer Service Executive/Cashier** in one of the largest music retail showrooms in India.

*Major Responsibilities:*

* Greet customers as they enter into store and offer assistance.
* Accompany customers to required aisle.
* Provide advice on different products.
* Assist customers in making selections.
* Demonstrate product features to facilitate decision-making.
* Close sales and assist customers through the payment procedure.
* Ensure that all product deliveries are made on time.
* Handle customer inquiries, complaints, billing questions and payment extension/service requests.
* Handled callers, repair trust, locate resources for problem resolution and design best-option solutions.
* Greet transfer and hold calls.
* Scan, bag and load purchases; process cash, check, credit card, coupon and voucher transactions.
* Ensured that all guests received a warm greeting at the register, thanks for their patronage and offer of assistance to their vehicles.
* Met or exceeded item-per-hour and scanning goals (processing hundreds of customer transactions daily) while balancing drawer at the end of each shift.

*Olympus Travels Pvt Ltd, Cochin 1993 to 1997*

* Worked as **Customer Service and Documentation Assistant** in an IATA approved travel agency.

*Major Responsibilities:*

* Maintain regular communication with customer prior to departure to provide updated travel information including delayed departures and earlier flight availability.
* Responsible for collecting and recording deposits and final payments.
* Verify customer passports visas and state issued ID's and ensure proper identification for passage to foreign countries.
* Prepared detailed itineraries including nearby sightseeing tours of historical places shopping centers and entertainment.
* Investigated customer complaints with transportation accommodations and various travel-related providers.
* Liaised with hotels and air bus and cruise lines to determine availability and book passage or stays.
* Met with customers to discuss travel foreign and domestic travel and tour packages.
* Calculated travel and accommodation costs within customer budget and offered recommendations for cost savings such as off-season tours.
* Provided travel brochures and destination literature with points of interest relevant to customer needs.
* Advising clients on travel arrangements, e.g. visas and passports.
* Sending out tickets to clients.
* Keeping clients up to date with any changes.
* Dealing with complaints or refunds.
* Maintaining the data of customers.

**Languages Known:**

* English
* Malayalam
* Hindi

**Extracurricular Activities**:

* Captain of the college football team.
* Member of the district football team.
* Volunteering experience in relief camps (2015 Chennai floods).

**Personal Information**:

* Gender: Male
* Date of Birth: 13-05-1974
* Marital Status: Married
* Nationality: Indian

**Reference: Available on request**

**Declaration:**

I hereby affirm that all the above information given here is true to the best of my knowledge and belief.