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I have worked as a back office process executive for more than 4 years and developed ability to handle various requests of the employees related to the payroll and insurance plans.

My duties included checking and verifying requests online on a daily basis and report errors and corrections in the portals and MS Excel reports. I was one of the two employees selected to visit Singapore office to learn a new payroll system, my inputs and suggestions helped the team to implement modules of this payroll system successfully.

I have also worked in customer support for 1 year and 10 years in administration.

I am looking forward to discussing the position and my qualifications with you in more detail soon.

Sincerely

Thomas Jude

**CAREER VISION**

To secure a position that requires my computer skills, administrative skills, and that empowering my professional expertise in order to achieve the goals of the organization and prove to be an asset for its effective functioning.

**PERSONAL PROFILE**

A self-motivated and enthusiastic graduate with Office administrative experience, possess ability to manage and co-ordinate office administration for smooth work execution.

* 10 years’ experience in office administration handling business correspondence, report preparation, back office operations and branch management.
* 6 years’ experience in Back Office Process handling customer support, back office operations and payroll processing
* 3 years’ experience in sales and project co-ordination.

**EXPERIENCE**

**Pentagon Softwares (April 2015 to December 2015)**

**Designation: Marketing Executive**

**Role:** Direct Marketing of Accounting Software

**Agneya InfoTech, Kochi (September 2014 to Till March 2015)**

**Designation: Business Development Executive**

**Role:** Business promotions and sales co-ordination of Social Media Marketing, Software Projects, Web Designing and Mobile Applications.

**Glad Technologies, Kochi (November 2013 to July 2014)**

**Designation:** Marketing Executive

**Role:** Marketing and promotion of web applications and website development services.

**Talway Educations Pvt. Ltd., Kochi (From May 2013 to October 2013)**

**Designation:** Web designing and software trainee

**Role:** Web designing and software trainee. I have worked in the website project for a call center management system using Drupal and MySQL. I had the chance to support the web designing team for webpage designing using Photoshop, HTML and PHP.

**Affiliated Computer Services (ACS), Kochi (From Nov 2007 – Feb 2012)**

**Role**: Worked as **Sr. Associate,** responsible for administrating Insurance Benefit Plans for US clients. To approve client requests for processing insurance plan in HR module. Systematically communicating and corresponding with the Onsite Team. Preparing and maintaining various types of reports using the technical skills of MS. Excel and MS Access.

**Prudent Technologies Pvt. Ltd., Kochi (From Nov 2006 to Nov 2007)**

**Role**: Worked as Customer Support Representative provided problem solving and troubleshooting support to customers

**PREVIOUSEXPERIENCE**

I have also worked in office administration for 10 years.

**EDUCATION**

**Master’s in Business Administration (IT) - 2014**

Sikkim Manipal University, India.

**B.A (History) – 1996**

Mahatma Gandhi University, India.

TECHNICAL SKILL SUMMARY

**Tools /Applications**: MS Excel, HTML, Reporting Tools

**Database**: Oracle11G, MS Access, MySQL

**Functional Areas**: Data Analysis, Customer Support and Administration

Personal Details

**Date of Birth** : 01-04-1973

**Gender :** Male

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