**OBJECTIVE:** To be best in the industry where I can utilize my skills to the best of my ability and to grow with the organization and simultaneously self.

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| **Summary :**  Worked in Ahalia Public School in Palakkad, as Assistant Administrator.  Worked as a Public Relationship Officer in FedEx in Mumbai |

**Experiences:**

**LOGISTICS (Mumbai)**( **1 year and 6 months)**

**PUBLIC RELATION OFFICER (LOGISTICS):**

**Principal Responsibilities:**

* Handling segments such as call front,emails,traces and freight forwarding department
* Tracing of consignments through Track and Trace Programmer.
* Attending to the queries and problems of the top Customers of FedEx from different states.
* Handling the shipping documents and guiding the shipper for the necessary documents to be sent for their products.
* Providing personal interaction, and resolving varied client inquires and complex issues.
* Providing information about the services/ networking customers.
* Attending to complaints of customers and ensuring actions taken.
* Assisted and advised customers regarding usage and benefits of organization’s products and/or services.
* Interacting with customers to receive their valuable feedbacks and suggestions for improvement in firm’s products/services.
* Providing customers with on-the-spot solutions with regards
* Documented and maintained reports related to discussions and feedback provided by customer and presented reports to appropriate department to enable further improvement in products/services.

**Notable Achievements and Initiatives:**

* Exceed targeted results in customer retention, client expectations, sales and support service as well as other customer service goals.
* Designed quality control program and implement standards toward high performance and success.
* Assisted the department involved and top level management in solving severe issues which may have been produced due to firm’s services or products.

**PULIC SCHOOL (Palakkad) (1 years and 6 months)**

**ASSISTANT ADMINISTRATOR:**

**Duties and responsibilities :**

* My duties starts from ranging from curriculum development to student discipline.
* Assisting the Principal and the Vice-Principal, whose duties tend to be more specialized and who have more responsibility for the day-to-day operation of the school.
* Responsible for infrastructure maintenance, the hiring and training of teachers, and student affairs.
* Organizational skills are key, as is the ability to operate within constantly tightening budgetary constraints.
* Responsible for providing and coordinating the curriculum books with suppliers within the targeted time.
* Coordinator for all the cultural & educational exhibitions conducted in the constitution.
* Handling the payroll of staffs.
* Preparing the daily and monthly reports for all kind of documentation.
* Scheduling and controlling all kind of housekeeping staffs and providing instruction to school drivers for smooth daily operations.

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| **Educational Qualification:** |
| * **Completed Diploma in IATA (International Air Transport Association) from Omeir Travels. Abudhabi, UAE.** |
| * **Completed BTEC HNC course in Frankfinn Airhostess training Institute** |
| * **Completed BA English in Calicut university** |
| * **Completed Office Secretary Course** |
| * **Plus 2 ICSE ( 2007 – 2008 )** |

**OTHER SKILLS:**

### **Managerial Skills-** A good managerial skills gained with respect to the coordination experience in smooth execution of works and my team

### **Computer Skills -** MS-Office (powerpoint,word,excel)

* **Language Skills –** English/Hindi/Malayalam
* **Interests:**

As a person my interest falls in travelling, always ready to adapt to new cultures and work environment. I’m a good dancer, singer and an artist. I’m a person whose hardworking, always maintaining a positive attitude and self confidence to prove myself in contributing to the healthy functioning of the organization. I strongly believe in accuracy and precision in whatever I do. I believe I have good communication skills that would provide transparency and productivity in the organization.

**PERSONAL CURRICULUM:**

Date of Birth : 12-06-1990

Marital Status : Married

Visa Status : Husband Visa

I herby confirm that all the details furnished above are true to the very best of my knowledge. I will be privileged to come and meet you in person to brief you more about my experiences/achievements which will definitely be use for you/ for your organization.

**First Name of Application CV No:** **1704162**

Whatsapp Mobile: +971504753686

