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**BENSON**

**BENSON.355375@2freemail.com**

Seeking a challenging position that will take advantage of my experience in the field of Operations/ Sales/ Marketing and Customer Service with around 3 years of work experience, training and acquitted skills to positively influence company’s performance, operations and profitability.

**areas of expertise**



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| * Customer Service Management
* Complaint Handling & Resolution
* Operations Management
* Customer Satisfaction Enhancement
 | * Teambuilding, coaching/mentoring & Training
* Front-End Supervision
* Market Analysis/Survey & Relationship Building
 | * Presentation and analytical report writings.
* Office management.
* Record keeping & Database Management.
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**EDUCATION/QUALIFICATIONS**



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| * **Master of Business Administration (MBA)** in Marketing Management from Anna University in August 2015.
* **Higher Secondary Education (12th)** in Computer Science from St. Aloysius HSS, Edathua in May 2009.
 | * **Bachelor of Hotel Management (BHM)** in Hotel Management and Catering Technology from Kerala University in August 2013.
* **Secondary School Leaving Certificate (10th)** from St. Thomas HSS, Neerettupuram in May 2007
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**Skills**



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| * Advanced Microsoft Excel
* Back Office Coordination
 | * Team Work
* Client Interaction
 | * Presentation and Office
* Database Management
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**Career Contour**



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| **Company** | **Redha Al Ansari Exchange** |
| **Period** | **October 2015 – Till date** |
| **Company Profile**Redha Al Ansari Exchange is a leading global remittance and foreign exchange company with its operations based across the UAE. Started by the renowned Al Ansari Family, along with the traditional services of an exchange house, it also offers a basket of allied services to the expatriate community in the UAE. Formed in 1945, the company has ever since has grown strong on its deep traditional roots. |
| **Designation** | **Marketing Operations Team Leader – WPS Sales / Marketing Operations** |
| **Reporting to** | Marketing Team Leader / Marketing Manager / Retail Sales Manager |
| **Responsibilities** * Develop a business plan and sales strategy for each market segment that ensures attainment of Company diversification goals and profitability.
* Conducting competitor analysis & competency mapping for keeping abreast of market trends and competitor moves to make sales strategy.
* Provides product training to newly joined employees.
* Coordinates with 35 branches across UAE for the sales & marketing of YellowPay Payroll services.
* Consult with reporting manager on business trends with a view to implement new strategies and distribution channels which leads to an increase in Sales.
* Plan Conduct the camp disbursement of salaries by handling cash securely
* Execute the complete process of ATM card application and delivery
* Coordinate with the ATM service provider.
* Collect and verify the required documents
* Provide information to customers about the rules and regulations.
* Solve customer issues / disputes in ATM cards.

**Accomplishments*** Introduced 800 companies to use the ATM card services.
* Accomplished verification and application process for 18000 employees.
* Introduced a system process to initiate (from branches) and complete the ATM card application without any delays.
* Introduced a system to notify the customers about the process stages and completion of WPS salary.
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| **Company** | **Mermaid Hotels** |
| **Period** | **October 2013 – July 2015** |
| **Company Profile*** Mermaid Hotel is situated in the banks of the enchanting Kaniyampuzha River near Vyttila, Cochin, Mermaid Riverview Hotel is unique in many aspects. The luxurious, beautiful and spacious rooms combined with spectacular river- view and ambience will certainly make you feel like you are in a fantasy world. This is a prime reason why many business as well as leisure travellers make Mermaid their first choice in Kerala.
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| **Designation** | **Front Office Supervisor / Front Desk Operations** |
| **Reporting to** | Front Office Manager / General Manager |
| **Responsibilities** * To overview and ensure the smooth operation of all the activities of the front office.
* To monitor and review the checklist of all the arrival and departures.
* To give a warm welcome to all the guests especially the VIP's and to provide them with the best possible services.
* To handle the booking and reservation duties and to resolve issues if there are any complaints, especially about the quality of services delivered by the staff members.
* To work as per the instructions given by the front office manager and to organize and coordinate all the front office duties.
* To supervise the front office staff and to ensure that they adhere by the rules and regulations of the hotel.
* To make sure that the staff members are following all discipline measures.
* Computes bill, collects payment, and makes change for guests.
* Checks out guests and inquires about their stay.
* Keep records of room availability and guests’ accounts.
* Maintains the desired levels of quality assurance ratings, including guest comment cards, accounting audit and inspection scores.
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**PROFESSIONAL ABILITIES**



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| * Strong ability to communicate in English effectively in oral as well as written form.
* Outstanding ability to keep a clean, neat and professional appearance adhering to standards.
* Outstanding organizational and interpersonal skills and effectively deal with all business contacts.
* Strong judgment skills and effective and remarkable listening abilities.
* Strong experience in implementing, developing and evaluating customer service standards.
* Exceptional ability to give attention to detail.
* Exceptional ability to maintain proper mental attitude and physical stamina to deal effectively with guests, management while meeting deadlines and working under pressure.
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**DECLARATION**

I hereby declare that all the information furnished above is true to the best of my knowledge.