**SAJNA**

**SAJNA.371515@2freemail.com**

# Career Objective

 To be a part of esteemed Organization where I can prove my ability, creativity, and customer handling skills to maximum extent and to keep the expectations of my employer alive through commitment and hard work.

# Professional Qualification

**January 2014–March 2016 Client Relation Officer Holford Facilities Management-Dubai**

**Key Deliverables:**

* + - Organizing meeting with the client, subcontractor and preparing MOM
		- Arranging quarterly meeting with subcontractor for KPI scoring
		- Preparing monthly project reports
		- Conducting Quality inspection and preparing condition report
		- Managing and training soft service team including supervisors
		- Preparing preventive maintenance schedule for soft service and hard service
		- Preparing invoice summaries
		- Verifying and encoding job cards
		- Raising purchase order and quotations
		- Handling petty cash
		- Conducting performance appraisal and evaluation of soft service team
		- Coordinating with HR for recruitment process of soft service team.

**May 2012 – November2013 Customer Relation Executive Manumatic Nissan -Kerala**

**Key Deliverables:**

* Sending internal report to Nissan HigherAuthorities
	+ - * Preparing service data’s
			* JDP calling and maintaining
			* Preparing service reminder log
			* Tele-Calling and sending letters to customers for service reminder
			* Appointment log preparing and maintaining
			* Post service follow-up and updating PSF reports
			* Concern register and Service feedback form maintaining
			* Preparing Manumatic customers data’s

**January 2011 –December2011 Administrator Gladia Systems –Kerala**

**Key Deliverables:**

* + - * Looking after day to day office activities
			* Helps in performance appraisal and team evaluation
			* Coordinating recruitment and selection process
			* Tele-Calling new Customer to introduce our company products
			* Collecting daily work updates from staffs
			* Monitoring staff attendance
			* Answering telephone enquiries

**March 2008 -May2008 Tele Marketing Executive Taylor Nelson Saffrose –Dubai**

**Key Deliverables:**

* + - * Explain the product or service to potentialcustomers
			* Responding to customer inquires
			* Conducting marketing survey

# Academic Credentials

**Master of Business Administration (MBA)**

Programme : 4 Semesters

Specialization : Human Resource and Marketing.

Academic year : 2008- 2010

Institution : St.Johns College, Pathanamthitta.

University : Mahatma Gandhi University.

### BA Literature

Programme : 3 years

Academic year : 2005-2008.

Institution : Sree Narayana College Kannur.

University : KannurUniversity.

# Project Undertaken

## Organisational study at Baliapatam Tile Works, Valapattanam, Kannur.

## A Project on “Employee Motivation and Productivity” at Gemini Plastic Industry, Palayad, Thalassery.

# Computer Knowledge

Application package: Fully competent with MS-power point, MS-Excel, MS-Word, MS Outlook, Internet and Email

# Special Achievements

* + Awarded as Best Employee for the month of November 2014 from Holford Facilities Management
	+ Certification of achievement for IMS Awareness and Implementation on October2015
	+ Awarded as Ms. Punctuality for the year of 2015 from Holford facilities Management

# Other Skills

* Communication skills
* Information gathering and management
* Adaptability
* Initiative
* Resilient
* Stress tolerance
* High energy levels
* Self motivation

# Personal Profile

* + - * Age : 29
			* Date of Birth : 20- 05 -1988
			* Gender/Marital Status : Female/Married
			* Nationality : Indian
			* Visa Status : Husband Visa
			* Languages Known : English, Malayalam, Hind, Tamil

# Declaration

I hereby assert that all the information furnished above are true, complete and correct to the best of my knowledge and belief.