**SAJNA**

[**SAJNA.371515@2freemail.com**](mailto: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.