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# DON

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**OBJECTIVE**

I aspire for a challenging position in a professional organization where I can enhance myskills and strengthen them in conjunction with organization’s goals.

**EXPERIENCE**

**1)CRM Services India Pvt.Ltd**

**(A subsidiary of Teleperformance USA)**

Teleperformanceis a multinational company, headquartered in France. Specializes in outsourced customer experience management and company provides customer acquisition, customer care, technical support, social media, and other services around the world.

**Role :** Operations and technical support

**Responsibilities:**

* Customer handling, technical support and troubleshooting assistance.
* Worked as operations executive for- outsourced process of- DU Telecom, UAE.
* Handling its consumer mobile - customers.
* Proceses include network trouble shooting, providing solutions for call and internet related network issues.
* Network complaint handling .
* Quality analysis for call handling and data storage regarding customer complaints.

**Period:** November 2016 to April 2018.

**2)Sparkkz Entertainment & Communication Pvt Ltd.**

Sparkkz Event Management offers event and venue management consulting services including long-range planning, program and policy development, needs assessments, training, and general management assistance. Sparkkz services are available throughout the country to help companies, organizations, fairs & festivals, families, event venues, and resort properties present highly- effective events.

**Role :** Project Coordinator.

* Meet with clients to work out event details,
* Plan with the client and their team, scout and book locations, food, entertainment, staff and cleanup.
* Involvement in Projects planning & create budgets.
* Organize transportation, hire and wrangle keynote speakers or celebrities.
* Hire A/V teams and Equipment.
* Make sure the event runs smoothly, efficiently and handle any crisis that may come up.

**Period:** March 2016 to October 2016

**3)Science Education Trust,Kottayam (SET), Kerala**

Science Education Trust is the publication house for Changanacherry Archdiocese. It manages all the magazines and journals run by the Archdiocese. Science Voyager magazine is a department Of SET. It is an educational magazine run which focuses on scientific and moral advancement in the new generations.

**Role:** Executive – Operations and Logistics.

**Responsibilities:**

* Managing the printing operations for the publication
* Liasoning with post and courier agencies for the distribution
* Keeping the team motivated and adhering to publication deadlines
* Troubleshooting and root cause analysis and finding long term solutions to common problems in the publication and logistics processes

**Period:** September 2015 to February 2016

**EDUCATION**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Qualification** | **College** | **University** | **Percentage/CPGA** | **Year of Passing** |
| **MBA – HR & Operations** | BIMS, Kottayam  (Berchmans Institute of Management Studies) | MG University | 6.5 | 2014 |
| **BE – Electronics and Communication** | Shobhit Institute of Engineering and Technology, Meerut. | Shobhit University | 62 | 2011 |
| **Class XII** | Alphonsa Residential School, Pala. | ICSE | 55 | 2007 |
| **Class X** | International Indian School, Jeddah. | CBSE | 72 | 2005 |

**HR Projects :**

**a)Autokast Limited , Alapuzha, Kerala:**

Established in 1984, Autokast Ltd is fully equipped to manufacture all kinds of Ferrous Castings weighing from 20 kg to 8000 Kg single piece. The present annual production capacity is 6000

**Role:** HR Intern

**Deliverables:** Study on Understanding the Present Condition of the organization and Suggest Possible Improvements.

**b)KMML , Kollam, Kerala :**

Kerala in Kollam, Kerala, India. Its operations comprise mining, mineral separation, synthetic rutile and pigment-production plants.Minerals and Metals Ltd is an integrated titanium dioxide manufacturing public sector un dertaking

**Role:** HR Intern

**Deliverable:** Study on Effectiveness of Training andDevelopmentProgrammes on Employees.

**c)Paragon Footware, Kottayam, Kerala:**

The Paragon Group of companies is considered No. 1 in the organized rubber footwear sector. Today, Paragon's total production capacity (in-house) is 400,000 pairs a day. Total sales is approximated to 12,00,00,000 pairs each year. Catering to millions with the promise of long-lasting footwear, Paragon has grown to become the No.1 footwear brand in the country.

**Role:** Marketing Intern

**Deliverables:** MarketSurvey to Understand the Brand Reception Among the Customers.

**Trainings**

* In-plant Training in controls and instrumentation at Keltron Controls, Alapuzha, Kerala
* Four Months training on Production Machinery Operation and Maintenance at LG Electronics Ltd. (Kortek Electronics India Ltd.)

**Additional Skills**

1. **Computer Skills:** MS Office Suite, Adobe Product Suite, Matlab
2. **Linguistic Abilities:** English, Hindi, Malayalam and Tamil.

**Personal Details**

**DOB:** 21-06-1989

**Gender:** Male

**Passions:** Football, Music, Travelling.

**Marital Status:** Single

**Declaration**

I here by declare that the above written particulars are true and correct to the best of my knowledge and belief.