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**VIJAY**

**Objective**

To be part of your reputable organization which privides a steady career growth along with job satisfaction ,challenges and give valuable contribution in the success of organization.

[vijay.382935@2freemail.com](mailto:vijay.382935@2freemail.com)

Date of Birth: 02.04.1978

Nationality: Indian

Marital Status:Single

Language Known:English, Hindi, Arabic

Hobbies: Reading

# TGID - 162184

**TRANSGUARD LLC**, DUBAI, (A security &facility management company) Dubai, UAEfrom Jan 2016 – Present.

# EDUCATION

+ **Master**of **Business Administration with Human Resource Management** from Sikkim Manipal University, Sikkim, India.

+ **Master of Arts in English from IGNOU, India.**

**+ Master of Commerce from IGNOU, India**

**+ Post Graduate Diploma** in **Mass Communication & Journalism** (1 year**)** from**Bundelkhand University,** Jhansi, Bundelkhand, India**.**

**+ Bachelor of Arts Graduation**with ECONOMICS (3 years) from **University of Delhi**, India, in 2002.

+ 12th from C.B.S.E. New Delhi, India, in 1996.

+ 10th From C.B.S.E. New Delhi, India, in 1993**.**

+ **Dubai Driving License No. 3 Manual + Automatic cars.**

**DUTIES & RESPONSIBILITIES**

+ Responsibilities of giving satisfaction by ensuring top notch customer service, listening to the voice of the customer, resolving customer's complaints and providing advice and recommendations based on customer needs.

+ Responsible for documenting and maintain reports related to discussions and feedback provided by customer and presented reports to appropriate department to enable further improvement in services.

+ Solving all major staff problems and queries that resulting in increased customer satisfaction.

+ Built and maintained healthy relationships while interfacing confidently with people of diverse levels and backgrounds resulting in increased business.

+ Answer incoming calls or internal calls from offices, contractors and visitors.

+ Receive and issuing pass on mail deliveries.

+ Building key control, delivery, registering tenant visitors/contractors.

+ Traffic control and access control.

+ Consistently offer professional, friendly and engaging service

+ To operate and monitor all systems within the control room in an efficient

manner ensuring that all work is undertaken in compliance with security operating procedure, legislation.

+ To include all evidential records and witness statements to a standard

acceptable to the rules of evidence.

+ To record all events and actions taken in a clear, legible and accurate written

occurrence book supported by the standards format.

**INTELLIGENCE COMMUNICATION INDIA PVT.LTD.**, (A govt. of Delhi organization) NEW DELHI, INDIA, in the O/o Deputy Commissioner, Govt. of Delhi, India.

DATA ENTRY OPERATOR Sept. 2015 to Dec. 2015.

**DUTIES & RESPONSIBILITIES**

+ Admin jobs.

+ Secretarial work.

+ Letter dispatching.

+ Data entry.

+ File maintaining.

+ Letter drafting and other miscellaneous admin jobs.

**IKEA (SAUDI ARABIA**) in one of the leading, retail furniture and domestic consumer items manufacturing company in world from **Sweden.**

**CUSTOMER DELIVERY PLANNER,** Oct. 2011 to June 2013.

**DUTIES & RESPONSIBILITIES**

**+** Generating invoices of customer products on computer CRM regarding the delivery of all types of domestic household items.

+ Responsible for deliveries of products from Ikea store to T.N.T. warehouse and further to the customer house.

+ Handling customers, dealing and solving issues regarding complaints and queries.

+ Assisting to Supervisor in all types of admin work.

**Office of Hon’ble MsManeka Gandhi (Minister for Social Justice and Empowerment, Govt. of India)**

OFFICE COORDINATOR July 2005 – Sept. 2011

**DUTIES & RESPONSIBILITIES**

+ Assisting Hon’ble Member of Parliament in all type of secretarial work related to office of the ministers.

+ Coordinating with civil servants and high level diplomats in indian ministry.

+ Corresspondence with government offices through mails and letter drafting.

+ Receiving and handling phone calls on phone from other ministry offices.

+ Regular visits in the area of constituency of the minister.

+ Solving everyday issues and queries that are related to government.

+ Responsibilities in all types of admin jobs such as filing, documentations, typing and letter drafting etc.

# SKILLS

**+ Microsoft Certifications** from **Microsoft Corporation** through **E-learning Microsoft office word 2013, Microsoft Excel 2013, Microsoft Powerpoint 2013.**

**+ English typing speed 55 w.p.m.**

+ A 3 months **Basic Computer Certificate** in **M.S. office, excel, typing with 50 w.p.m. speed and Internet knowledge** from All India Association for Life Care & Social Welfare, New Delhi, India.

+ Certificate in **Export-Import and Merchandising** from **Foreign Trade Education Centre, (an associate member of INDIAN TRADE PROMOTION ORGANISATION, Govt. of India Enterprise)**, New Delhi, India.

+ Certificate course on **SIX SIGMA GREEN BELT COURSE** on **PRODUCT QUALITY MEASUREMENT** in **MANUFACTURING**to reduce engineering rework, reduce project lead times, reduce warranty costs, improve processes, and improve product quality and manufacturability from **MSME TECHNOLOGY DEVELOPMENT CENTRE, MINISTRY OF MICRO, SMALL MEDIUM ENTERPRISE, GOVT. OF INDIA**, AGRA, INDIA

+ IELTS English General Test conducted by British Council Division, with 5.5 band score on 05/04/2014.

+ A 3 months training in Basic training course in Civil Defense as volunteer service, in the subjects of Rescue operations

+ First-Aid and Fire Fighting certificates from Emirates Aviation.

+ **Dubai Driving License No. 3 Manual + Automatic cars.**