**RESUME**

**Jaba**

Email ID: [jaba-389962@2freemail.com](mailto:jaba-389962@2freemail.com)

**Objective**

To make my career as a responsible and professional employee in an organization that entrusts me to perform in challenging assignments that would in turn help the organization grow, and the experience of which will enable me to enhance my growth in a dynamic environment that would require my aptitude and skills given an opportunity for my development.

**WORK EXPERIENCE:**

Currently Working in **Centizen Consultancy Inc**,(RPO) in Tirunelveli, Tamil Nadu, from August 2016 to march 3rd 2019 ( US process )

Worked with **Silver Ring International L.L.C** **Ruwi Muscat** Secretary cum Office Administrator from **June 2011 to 2016 March.**

Worked as a senior executive in Quscient Technologies BPO Chennai from March 2010 to March 2011. ( **US Process**)

Worked as Service Director- (supervisor) with UNITED AIRLINES at WIPRO BPO PUNE from 06 Nov 06 till Jan 2010. (US **Process** )

**My RESPONSIBILITY in Muscat as Office Admin,**

* Keeping the records of all the employees.
* Issuing offer letters and appointment letters to new employees.
* Handling various issues/ queries related to various HR departments.
* Maintaining labor records.
* Taking care of PA and medical list.
* Standardizing the joining formalities process of new employees (Welcome circular, introduction, Employee code, bank account, time sheet, etc.,)
* Making induction of the new employees to make them aware of the organization policies, procedure, facilitating their interactions with various functional head.
* Scheduling the annual leaves for our employess and arranging their tickets and transportations.
* Renewal of the Passports and ID cards of our employees on a timely manner.

**My RESPONSIBILITY in BPOs**

* To take escalation and consultation call.
* To conduct huddles on a daily basis, and ensure that updates are downloaded to the floor as and when they come.
* To conduct refresher and upskilling training.
* To check generic email and action the same accordingly.
* To conduct process assessment on regular basis.

**ACHIEVEMENTSin WIPRO BPO**

* Awarded best C-SAT employee for 2 quarters
* Awarded employee of the month for Jan 07 and Jul 07.
* Top performer on month to month basis.
* Selected as S.M.E in the first job bid applied.
* Awarded Service director of the month.

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**EDUCATIONAL QUALIFICATIONS**

Completed M.A English in Annamalai University in Tamil Nadu.

Completed IATA foundation course in Kuoni Acadamy in Chennai in 2010 september.

Completed Bachelor of Arts with a specialization of English Literature from Annamalai University, Tamilnadu.

**SKILLS**

* Computer knowledge.
* MS office tools.
* Outstanding communication skill.
* Organizational and leadership skill.

**LANGUAGES KNOWN**

English, Tamil, Hindi & Malayalam.little knowledge of Arabic

**PERSONAL INFORMATIONS**

Name : JABA

Father’s Name : Maria Samudram

Date of Birth : 21st may: 1981

Sex : Male

Marital status : Married