



Justin M. Jose

✉ justinmjose22@gmail.com ☎ +974 30136820 📍 Villa 37, Street 218, Zone 71, Doha, Qatar

📅 22/10/1992 🇮🇳 Indian 🆔 QID: 29235653397 💍 Married

🌐 <https://www.linkedin.com/in/justin-jose-52574b264>

I strongly believe in the motto: "smart work over hard work" and I believe that should be a principal we abide by, because not only does it help in managing our work in a significantly better way but also helps in improving one's productivity that in turn leads to the growth of any organization.

Playing to one's strengths and using the same to optimize one's potential towards the work we do, not only gives us a sense of achievement but also the work satisfaction and excellence one thrives for.

Embodying these principles, I am able to apply myself at my place of work to achieve my targets as well as excel as an individual.

Education


2016 – 2019 **Bachelor of Arts, Himalayan University** 
Itanagar, India

2012 **AISSE, Central Board of Secondary Examination, St. Paul's School** 
Delhi, India

Professional Experience

2019 – Present **Relationship Manager (Freelance), Turtlemint** 
Delhi, India
At Turtlemint Insurance I worked as a Relationship Manager (Insurance Agent) in a freelance and part-time capacity only, my responsibilities included:

- Assess the needs and risks of clients.
- Clearly explain the options available for insurance.
- Compare various policies to ensure the best coverage.
- Tailor policies to meet the specific needs of clients.
- Assist in the management of policies and in the processing of claims.
- Evaluate risks and implement strategies to reduce them.
- Keep abreast of regulatory changes and updates.
- Forge enduring relationships with clients.
- Engage in the promotion and acquisition of new clientele.

2020 – 2023 **Process Advisor, Barclays Global Service Center** 
Noida, India
At BGSCPL I played dual role with more inclination towards 1st party collections while upholding the functions and virtues of a customer service representative. My responsibilities included:

- Reach out to cardholders with overdue accounts via phone calls, emails, or postal letters.
- Discuss and arrange payment plans or settlements with clients.
- Inform customers about their outstanding debts and associated charges.
- Propose financial counseling services or aid programs.
- Keep comprehensive records of all communications and agreements.

- Ensure adherence to legal standards, such as the Fair Debt Collection Practices Act (FDCPA).
- Generate and dispatch necessary documentation to clients.
- Settle accounts by obtaining payments or suggesting additional measures.
- Foster positive relationships with customers by demonstrating empathy and professionalism.

2019 – 2020
Gurgaon, India

Service Advisor, Call BA (*subsidiary to British Airways*) ☎

My journey with BA was only for a very brief period due to the pandemic but in that time, I was able to learn lot of new things and apply them accordingly to my work my responsibilities included:

- Flight Booking: Assisting customers with booking, modifying, and obtaining flight information.
- Check-In Assistance: Providing support for online, airport, and mobile check-in processes.
- Baggage Services: Addressing inquiries regarding baggage policies and misplaced items.
- Flight Status Updates: Offering information on flight delays, cancellations, and gate changes.
- Special Services: Aiding passengers requiring special accommodations.
- Loyalty Program Support: Assisting members with account management and benefit queries.
- Feedback Management: Handling customer complaints and suggestions.
- Travel Queries: Responding to general travel-related inquiries.
- Flight Modifications and Refunds: Helping with alterations to flights and processing refunds.
- Current Deals: Sharing information about ongoing promotions and special offers.

2014 – 2016
Faridabad, India

Warehouse Manager, Jasper Associates

This was my first job as a warehouse manager for a meat processing and packing company I was inexperienced but over time I developed my skills and made myself a valuable asset to the organization. My responsibilities included:

- Inventory Management: This involves tracking meat products, minimizing waste, and maintaining precise records.
- Quality Control: This ensures that meat products adhere to safety standards and hygiene protocols are upheld.
- Staff Supervision: Responsibilities include hiring, training, and overseeing employees to ensure efficient operations.
- Production Planning: Production is scheduled to align with demand while also managing costs effectively.
- Safety Compliance: This includes adhering to safety regulations and proper equipment usage.
- Equipment Maintenance: Responsible for the maintenance of processing equipment and facility upkeep.
- Logistics: Manages the transportation and distribution of products, ensuring quality preservation.
- Budget Management: Involves cost control and accurate financial reporting.
- Regulatory Compliance: Staying informed and compliant with meat processing regulations.
- Customer Relations: Dedicated to meeting customer needs and preferences.
- Hygiene Standards: Commitment to cleanliness to avert contamination risks.
- Record Keeping: Diligent documentation of production processes and quality control measures.
- Problem Solving: Quick and effective resolution of operational challenges.

Skills

Communication • Leadership • Time Management • Problem-Solving • Adaptability
Teamwork • Attention to Detail • Customer Service • Technical Skills (MS Office, PPT, Excel)
Organization • Creativity • Analytical Skills • Critical Thinking
Presentation (MS Office, PPT, Excel)

Languages

English

Hindi

Mayalam

Tamil

Certificates

Declaration

"I hereby declare that the information provided in this CV is true to the best of my knowledge and belief."

Justin M. Jose
Qatar