

SUMMARY

Outgoing supervisor with 4+ years of experience streamlining processes and training employees to boost productivity. Skilled at resolving customer complaints and outlining training programs for new hires and direct reports. Focused on building solid working relationships with staff members, providing outstanding customer service, and helping improve sales procedures based on customer feedback.

EDUCATION

Diploma in engineering

I.T.I engineering college Calicut kerala

Microsoft office program

I.T.I engineering college Calicut kerala

SKILLS

- Strong organizational and time-management skills
- Exceptional communication and interpersonal skills
- Ability to work independently and as part of a team
- Detail-oriented and able to handle multiple tasks simultaneously
- Have Driver's license.
- Retail Experience.
- Supervisory Experience.
- Customer Focused.
- Self-Motivated and innovative
- Flexible approach to the role.
- Ability to work well under pressure.
- Problem solving and decision-making

Languages

- English,Arabic,Hindi,Malayalam,Filipino,Tamil,

CERTIFICATIONS

- Engineering Diploma from ITI Academy. calicut ,kerala ,india
- Software engineering from ITI Academy Calicut ,kerala ,india

PROFESSIONAL EXPERIENCE

Supervisor in limousine company

Anytime Limousine | Aug 2019 - feb 2021

- Managed the company inventory to ensure that all documents were in stock
- Resolved customer complaints in a professional and efficient manner, resulting in a 70% reduction in customer escalations
- Daily reports
- Document all trips
- Provide report to manager

Atelier.36 store manager in fashion store

Atelier.36 fashion store |Apr 2021 -Aug 2023

- Experience leading a team within a retail setting
- Excellent problem-solving, leadership, and communication skills
- Excellent customer service skills
- Stock checking

Document controller in transport company

NNS Transportation | June 2023

- Timely, accurate and efficient preparation and management of documents
- Microsoft office programming (Excel)
- Track document versions and revisions, ensuring proper documentation of changes and updates.
- Resolved issues related to documentation and associated information.