Jincy Rebacca Jacob



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**PERSONAL PROFILE**

A highly motivated and hard-working individual with a Masters in Human Resource Management. Currently looking to resume my career after dedicating the last few years raising my family.

I have been recognised for my professionalism, resourcefulness, dedication, positive attitude and competence in resolving problems and meeting the deadline with tight schedules. Seeking a suitable role where I can use the skills I have developed and build new ones.

**SKILLS**

* Active listener
* Motivator
* Good communication and interpersonal skills
* Excellent team player and team support
* Able to multitask efficiently and effectively
* Able to handle confidential information professionally
* Training and Development
* Quick learner
* Flexible and adaptable
* Trustworthy and discreet
* Patient, sensitive and integral
* Good at building relationships and able to positively influence others
* Computer skills: MS Word, MS Excel, MS Outlook, MS Power Point, Internet and Email

**WORK EXPERIENCE**

Wipro Infotech - Mumbai, India (August 2011 to October 2012)

**Technical Helpdesk Coordinator**

* Provided first level of contact to team leads in various parts of India via phone, electronically.
* Coordinated with the project leads for resolution of issues.
* Delegated unresolved issues to next level of support.
* Ensured that the work on site was carried effectively and promptly.
* Identify and escalate situations requiring urgent attention.
* Inform project leads of recurring problems.
* Managing, training and motivating a team of newly deployed staff.
* Knowledge acquisition and transfer.
* Follow up with customers regarding payment.
* Making effective interview calls to selected applicants and scheduling their interview with concerned departments
* Attendance Record
* Ensured proper recording, documentation and closure.

**Projects:**

* 1. Express Cheque Clearance System Rollout

Coordinated with the Project Leads, Resources, Vendors and Customers for the installation of the ECCS software in India.

* 1. Motilal Oswal Securities Limited

Worked as a part of the transition team ensuring knowledge acquisition, knowledge transfer, training, asset activity and other activities involved in the transition from the earlier vendor to Wipro Infotech.

Madras Rubber Factory (MRF) – Goa, India (May - June 2009)

**Human Resource Intern**

* Prepare Word, Excel documents and PowerPoint presentations for Training programs.
* Involved in Induction and Orientation programs for new employees.
* Provide administrative support to the team.

**EDUCATIONAL QUALIFICATION**

M.A. Human Resource Management

Women’s Christian College (2008-2010), Chennai, India.

Project Undertaken: Employee Motivation in Oil and Natural Gas Corporation, Chennai

B.Sc. Biological Techniques and Specimen Preparation

Union Christian College (2005-2008), Aluva, Kerala, India.

Higher Secondary School Certificate

S NJA. G. V. M’s Higher Secondary School (2003-2005), Ponda, Goa, India.

Secondary School Certificate

A.J. De Almeida High School (2002-2003) Ponda, Goa, India

**AREA OF INTEREST**

My areas of interest include: Training and Development, Performance Management, Human Resource Development etc. While working around these areas of interest, I would like to pursue a career where I will be able to achieve professional satisfaction, learn from, and be creative, since that would be ideal for my personal development as well as the development of the organization.

**PERSONAL PROFILE:**

Date of Birth: 02/09/1987

Nationality: Indian

Language Proficiency: English, Hindi, Malayalam, Tamil

Interests: Music, Sketching, Painting, Crochet

**References are available on request**