



# JINCY VARGHESE

ADMIN COORDINATOR

## Contact Me

+917983288290  
jincylijo09@gmail.com  
Valolickal House Amara  
Post Changanassery -  
686546  
Kottayam,India



## Social Profile

jincy varghese  
facebook.com/jincylijo

## Other Info

## Skills

Excellent at adaptation and working under pressure.  
Good communication and interpersonal skills.  
Positive attitude and ability to work as a team member as well as an individual.



## About Me

To be a successful professional and become an asset for the organization through hard work, patience, continuous learning and understanding the ethics of the organization and its customers. To continue my career with an organization that will utilize my skills and again further experience while enhancing the company's productivity and reputation.



## Experience

Jul 2015 - Dec 2019

### Al Zahra PVT Hospital, Sharjah, UAE | Admin Coordinator in Marketing Division

- Printed monthly time sheets for 230 employees, review their time sheets and submitting to the finance department.
- Managed and directed fiscal operations, including planning budgets, authorizing expenditures, and preparing financial reports.
- Prepared monthly activities report.
- Planning, Organizing and execution of medical awareness campaign, hospital events, & conferences.
- Coordinating and printing marketing collaterals for internal & external events.
- Receiving and processing quotations, invoices, lpo, expenses forms and request for payment.
- Cultivated and managed relationships with key client's, vendors and community partners.

Mar 2011 - June 2013

### Integra Hydraulics Equipment's, Dubai, UAE | HR Assistant

Office Management and

administration skill

COMPUTER SKILLS

-Window 2000,

- Ms. Office proficiency

-Email & Internet

## Languages

English, Hindi, Malayalam, Tamil

## Interest

Travelling&vlogging

## Others

Training Completed

Basic Life Support (BLS)

Standard Operating system  
(SOP)

Customer Service training -  
conducted by Air India.

Hospitality Management  
Training

## References

Upon request

- Arrange meetings and interviews schedule as a part of recruitment process.

- Maintain personnel records from all employees from each department.

- Sent notice to employees regarding expiring documentation.

- Completed employee employment verifications and unemployment paper work in a timely manner.

- Addressed and resolved general payroll related inquires.

- Monitored multiple databases to keep track of all company inventories.

June 2008 -  
Nov 2010

### **Sun & Sky Tourism & Travel Dubai (June 2008- Nov -2010) | Travel Consultant**

- Created and booked itineraries and managed expense for the customers and corporate companies.

- Advising clients on suitable options for domestic or international destinations, tours, accommodation and support.

- Liaising with clients in person, over the phone or via email to discuss their travel requirements.

- Answered and managed incoming and outgoing calls while recording accurate messages.

Feb 2007 - May  
2008

### **Jet Airport Services International Airport, Bangalore, India**

#### **| Customer Service Officer**

- Greeted passengers, verified tickets and directed passengers to assigned seat.

- Addressed passengers concerns about delayed and cancelled flights and resolved the issue at the earliest.

- Trainees on operations of various aircrafts, including Air India, Srilankan Airlines, Thai Airways, Singapore Airlines, Air Arabia & Emirates Airlines.

- Coordinate with ramp agents to verify that all baggage was place on the correct outgoing flights.

- Supervised unaccompanied minors in the airports.

- Preparing property irregularity reports & damaged property reports

- Maintained a friendly, positive attitude when dealing with distressed passengers.

Feb 2007 -  
Sept 2007

### **Omania BPO services (Indian Airlines),**

## Bangalore

### , India | Customer Service Officer

- Analyzed call volume and average call time to monitor customer service representative performance and productivity.
- Acted professionally and patiently when addressing negative customer feedback.
- Gathered and verified required customer information for tracking purpose.
- Sending messages to travel agents requesting pre-flight requirements.

May 2004 - Jan  
2007

### Akbar Travels of India, Perinthalmanna - Kerala

(May 2004 – Jan 2007)

#### | Customer Service Agent

- Reservation and issuance of tickets
- Liaising and building relationships with customers and supplier
- Handling customer complaints and queries
- Rapport with airlines
- Relationship building and identification with airlines and corporates.

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## Education

March 2010 -  
Dec 2012

### Master of Business Administration (HRM) | Sikkim Manipal University, India

June 2001 -  
May 2004

### Bachelor Of Arts (Travel & Tourism Management) | Calicut University, Kerala, India

### Post Graduation Diploma In Computer Application |



## Projects

Oct 2011 -  
March 2012

### A Study on job satisfaction among the Employees |