

JEENA CRUZ



CONTACT INFORMATION

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PERSONAL QUALITIES

- Positive attitude
- Ability to deal with people
- Ability to handle pressure
- Excellent in utilization of all resources
- Active listener
- Willingness to learn

SKILLS

- Excellent communication in written and verbal with strong presentation skill
- Strong administrative and organizational skill
- Data Analytical and problem solving skill
- Performance and team Evaluation
- Excellent Knowledge in computers
- Team worker
- Data preparation skill

LANGUAGE

- English
- Hindi
- Malayalam

ACTIVITIES

- Gardening-propagating-sale
- Dress designs and tailoring
- Reuse materials through Handcraft making

OBJECTIVE

A highly motivated and hardworking individual looking for a responsible role in a reputable organization

EDUCATION

- **Master of Business Administration (MBA) in Marketing and HR (2019-2021)**
Institute of Management and Technology, Punnappra
University of Kerala
- **B.voc Software Development (CGPA-6.87) 2014-2017**
St. Michael's collage cherthala
University of Kerala

EXPERIENCE

**Customer service executive cum Data-entry operator
At Integrated software system
1st June 2017 - 30th March 2019**

- Overseeing the customer service process
- Resolving customer complaints
- Quality assurance surveys with customers and providing feedback to the project-head
- Documentation of data
- Maintained-good relationship with customer

IT CREDENTIALS

- **Packages :MS office(Word,Excel,power point)**
- **Basic knowledge VLOOKUP,PIVOT TABLE**
Knowledge in MIS, documentation and data entry works
- **OS:Windows XP,10,Linux**
- **Software: basics of :HTML,c,photo shop**

PROJECTS

- **An internship report on comparison of FMCG industry with special reference Johnson&Johnson,Colgate Palmolive and dabur India pvt Ltd**
- **Augmented Reality Applied in Tourism Mobile Application**

CERTIFICATION

- Certification of participation in the research study on consumer behavior changing pattern after covid19 lockdown by De Valor Management consultant (p)Ltd
- Industrial Training certification from ipsr solution
- Certification of participation from (disha2016)Employ ability center Alappuzha