



## George Joseph

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### Career Objective

Looking for a position in a progressive environment, this allows for growth with Customer Service and Management Skills. Possess impeccable written and verbal communication skills and excellent interpersonal skills.

### Core Competencies

- ♦ Customer Service
- ♦ Cost Efficient
- ♦ Technical skills
- ♦ Detailed and Organized
- ♦ Administrative Skills
- ♦ Analytical Skills

### Professional Experience

#### ***Servisource Workforce Solutions (CPL Group, Ireland) - Recruitment Administrator (UK) (Process closed)***

From 05<sup>th</sup> July 2021 to Jan 16, 2022

- Sourcing candidates through different channels, Handling inquiries
- Advertising the requirements
- Evaluation, Formatting documentation,
- Pre-selecting candidates, Interviewing, Compliance for the candidate
- Handling payroll, attending meetings, Assisting managers.
- Hands on experience in software & Applications like ZAPP, etips, Job Science (Salesforce), Recruit Island, Outlook, Microsoft Teams, CV Library, Indeed etc.

#### ***Friends Taxi & 7DaysHealthcare Pvt Ltd – Taunton, UK Back office at Thodupuzha, Idukki***

From 02<sup>nd</sup> June 2019 to June 30, 2021

Customer Service and Call Centre Manager

- Handling incoming calls, other communications, and customer grievances.
- Handling customers of United Kingdom for the Taxi service and providing replacement staffs for Nursing homes at Taunton, Exeter, Yeovil and Worcestershire.
- Handling clients and employees as needed.
- Exposure to call center human resource objectives to be carried out by recruiting, selecting, orienting, training, assigning, coaching, counseling, and disciplining employees; administering scheduling systems; communicating job expectations; planning, monitoring, appraising, and reviewing job contributions; planning and reviewing compensation actions; enforcing policies and procedures.

***Chinmaya Vishwavidyapeeth University, Peppathy, Ernakulam.***

From 15<sup>th</sup> October 2018 and 04<sup>th</sup> May 2019

Administrative Assistant / Executive Assistant - Controller of Examinations / Transportation / Facilities

- Assisting Controller of Examinations with the exams in the University.
- Reporting to senior management about the periodic updating and exceptional grievances in the department.
- Close exposure to various routine activities in a University and extensive experience of monitoring and controlling them.

***MEITRA HOSPITAL, CALICUT, KERALA***

From 10<sup>th</sup> July 2017 to 5<sup>th</sup> September 2018

Manager & QA – Call Center

Set up the Call Centre from the Scratch.

- Handling calls center operational strategies by conducting needs assessments, performance reviews, capacity planning, and cost/benefit analyses; identifying and evaluating state-of-the-art technologies; defining user requirements; establishing technical specifications, and production, productivity, quality, and customer-service standards; contributing information and analysis to organizational strategic plans and reviews.
- Exposure to call center human resource objectives to be carried out by recruiting, selecting, orienting, training, assigning, coaching, counseling, and disciplining employees; administering scheduling systems; communicating job expectations; planning, monitoring, appraising, and reviewing job contributions; planning and reviewing compensation actions; enforcing policies and procedures.

***NEW MEDICAL CENTRE SPECIALITY HOSPITAL, ABUDHABI, U.A.E***

From 23<sup>rd</sup> September 2007 to 02<sup>nd</sup> June 2016

Team Leader and QA – Call Center From 2013-2016

- Handling supervisory calls that have been escalated by the executives.
- Providing resolution to the queries of the customers.
- Trying to fix the issues of the customer within the Quality parameters and follow up the issues escalated by the executives.

*Call Center Executive - From 2009 to 2013*

- A customer oriented and excellent communicator.
- Excellent in conveying the client's requirement to the team leader.

***REMIT2INDIA.COM, NAVIMUMBAI***

[A sister concern of Times Group: Times of Money]

[Remit2India: Leader in Online Money Transfers, Wire Transfers & Money Remittances to India.]

From 16<sup>th</sup> April 2007 to 9<sup>th</sup> July 2007

Senior Customer Relationship Officer – Call Center

- Handling supervisory calls that have been escalated by the executives.
- Assisting to book transactions of the customers for online money transfer. Providing resolution to the queries of the customers through voice, chat and mails regarding Money transfer.

***RELIANCE INFOSTREAMS PVT.LTD, CHENNAI.***

[A BPO of Reliance Info COMM, a leading Telecom Industry in India]

From 23<sup>rd</sup> August 2004 to 13<sup>th</sup> October 2006.

Customer Support Representative.

- Taking care of all product related queries of the customers and providing online troubleshooting.
- Experience with different tools like Clarify, Simplify etc.

**Education**

Graduation in Political Science (Honors) from Sambalpur University, 2000.  
Honors Diploma in Computer Science from LCC 1999

**Additional Skills**

- Capable of reading and analyzing website information
- Unbiased and emotionally stable individual with very strong listening ability
- High degrees of sophistic in conduct and style while dealing with people.
- High degrees of comfort on phone
- NCC 'B' Certificate holder.

**Awards & Honors**

Awarded Quality Topper for "Performance Excellence" 6 months in a row at Reliance Info Streams Pvt Ltd.

**Personal Details**

Passport No	L4583484
Date of Issue	18/09/2013
Valid Till	18/09/2023
Date of Birth	21st November 1979
Languages Known	English, Hindi & Malayalam (R/W/S)
Religion	Christian
Status	Married
Nationality	Indian
Hobbies	Badminton and Listening Music.

Reference: Available upon request.