

## DHARSANA VIJAYAN

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9447137339

Kuzhikkattukuzhiyil (H) Kizhumury P.O Ramamangalam Ernakulam Dist  
Pin 686663



### Objective

To work in an environment which encourages me to succeed and grow professionally where I can utilize my skills and knowledge appropriately.

### Experience

#### Y Mall (Lulu Group), Nattika, Triprayar, Thrissur

01-12-2020 - 31-01 2022

Operations Executive

- \* Handle with day to day operations of mall
- \* Managing and leading departments handled by outsourced agencies (HK, security and parking)
- \* Conducting special HK training for outsourced agency staffs
- \* Conducting various training for all agency staffs
- \* Dealing with and maintaining HK materials, tools, consumables, machines and handling HK coasting
- \* Conducting audits like kitchen audit, store audit, asset audit, retail audit etc.
- \* Preparing of reports like daily mall operations report, revenue report, kitchen audit report etc.
- \* Handling customer grievance and follow up
- \* Dealing with customer enquiries and providing customer support
- \* Coordinating with various departments and assisting and supporting various events and programs of mall

### Education

#### Adi Shankara Business School

2018-2020

MBA

77%

#### Ilahia College of Arts & Science, Pezhakkappilly, Muvattupuzha

2015-2018

BBA

A+ (91.3%)

#### SNDP H S S Muvattupuzha

2013-2015

Higher Secondary

82%

#### Fathima Matha HSS Piravom

2013

SSLC

89%



## Skills

TECHNICAL: Excel, Word, PowerPoint

PERSONAL: Exceptional communication and interpersonal skills, Confident and ready to take responsibility, People management skill



## Projects

**A study on impact of advertisement on consumer buying behavior of Hero Motor Corp**

MBA 6th trimester project under APJ Abdul Kalam Technological University

**A study on women customer satisfaction among Honda Activa**

MBA 5th trimester project under APJ Abdul Kalam Technological University

**A study on business communication at Crust'N' Crumb food ingredients Pvt.Ltd.**

BBA degree project under M G University

**Survey on digital payments at Ymall**

Survey conducted among different retail outlets and among customers at Y Mall



## Achievements & Awards

MG University rank holder (11th) at graduation level



## Activities

Farming and Gardening



## Languages

English-read, write, speak

Malayalam-read, write, speak

Hindi- read, write, speak



## Personal Details

Date of Birth : 25/09/1996

Marital Status : Single

Nationality : Indian



## Reference

**Dr.Anitha Thomas - "Adi shankara Business School"**

Head of the department

anitha.mba@adishankara.ac.in

+91 9327021347

**Mumthas N I - "Adi Shankara Business School "**

Assistant professor

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### **Certification**



PG Diploma on Business Analytics by ICT



### **Internship**



45 days internship programme at Plant Lipids Pvt. Ltd, Kadayiruppu, Kolenchery