

JEENA CRUZ



CONTACT INFORMATION

Nazarath veedu
Arattuvazhy ward, Alappuzha
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PERSONAL DETAILS

Marital Status-single
DOB -04-11-1996
Languages known-
English,Hindi,Malayalam

PERSONAL QUALITIES

- Positive attitude
- Ability to handle pressure
- Active listener
- Ability to deal with people
- Willingness to learn

IT CREDENTIALS

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

PROJECTS

- A Study on consumer preference towards online shopping with special reference to top E-commerce website
- An internship report on comparison of FMCG industry with special reference Johnson & Johnson, Colgate Palmolive and dabur India pvt Ltd

CAREER OBJECTIVE

To secure an entry level position in the human resources industry where I can effectively use my interpersonal and communication skills for organization growth.

Career Summary:

- MBA in human resource management and Marketing
- In-depth knowledge of the role of Human Resource Executive in an organization.
- outstanding customer service
- Possess good knowledge of the job market and the current market scenario.
- Good introspection with insight to select deserving candidates during the recruitment process, matching the departmental and process requirements.
- Ability to develop new attractive policies for the employees for their better involvement with the process and the duties, generating a quality output for the organization.
- Technology savvy with ability to roll out the details to all the employees within the given time period.
- Excellent command on the written and verbal skills essential while recruiting the candidates
- Excellent communication and inter-personal skills.
- Responsible, trustworthy, hard-working with efficient time-management skill.

EDUCATION

- **Master of Business Administration (MBA) in HR and Marketing (2019- 2021)**
Institute of Management and Technology, punnapra, 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

- Resolving customer complaints
- Quality assurance surveys with customers and providing feedback to the project-head
- Documentation of data
- Maintained-good relationship with customer
- **Currently working at HDFC Gold loan officer**

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