

RESUME

Mrs.BIJI V.P

Office Manager

Manager with more than 18 years of experience in office operations, management, finance, marketing and customer relation management.

EDUCATIONAL QUALIFICATION

BBA (Bachelor of Business Administration)
Mahatma Gandhi University, Kottayam.
Year of Passing: 2000, Percentage of Marks: 62%

PROFESSIONAL EXPERIENCE

Kutty Kalari Pre School & Kindergarten Pazhoor, Piravom

Since 05.08.2018

Designation: Centre Head

- Operations & Finance
- Builds customer relationship (parents)
- Assist the academic and operational activities
- Follow up enquiries and close it as admission
- Follow up different marketing techniques
- Using different apps
- Handles offline and Online classes

Gallexy Services Chittoor road, Cochin-11

01.01.2011 to 30.10.2017

Designation: Service Co-ordinator (MMX Authorised Service Center)

- Customer relationship, service support
- Office coordination front to back end
- Accounting

**Salora International Ltd.,
Karikkamuri Cross Road, Cochin.**

15.01.2007 to 31.12.2010

Designation: Service Co-ordinator (HTC Authorised Service Center)

- Customer relationship, service support
- Customer service data entering in software and follow up
- Billing and Accounting

**NEVUS,BPL EPABX Service Franchise,
Kadavanthara,Cochin.**

01.06.2005 to 14.01.2007

Designation: Coordinator.

- Customer Relationship
- AMC Renewal and preparation for all new and present Customers
- AMC payment follow up
- Customer service support
- Prepare competitive competition

**M/s CHAIRMEN, Dealer of Eurotech & Transteel
P.T.USHA Road, Ernakulam.**

2002 to 2003

Designation: - Administrative Assistant

- Assist the Branch Manager
- Customer Relationship
- Show room sales
- Service support and follow up
- Follow up enquiry and close it as sale
- Prepare competitive quotation

M/s SBDC, Cello Pen C & F Agency
T.D Road,Ernakulam.
2000 to 2002

Designation: Computer Operator cum Office Assistant

- Assist the Branch Manager
- Sales Billing and Dispatch
- Arrange the dispatch and follow up
- Prepare credit note and stock review

SKILLS

ENGLISH TYPEWRITING (HIGHER)

DCA (Diploma in Computer Application)

PGDSE (Post Graduate Diploma In Software Engineering)
O Level Certificate.(HTML, JAVA SCRIPT, ORACLESQL,
ASP, VISUAL BASIC, C++, FLASH, DREAMWEAVER)

LANGUAGES KNOWN

Malayalam, English, Hindi

PERSONAL DETAILS

Name : Mrs. BIJI V.P

Father's Name : V.R. Pankajakshan Pillai

Age & Date of Birth : 42 Yrs, 07.05.1980

Sex : Female

Nationality : Indian

Permanent Address : Vettikkattil House,
Perumpilly P.O,
Mulanthuruthy Via,
Ernakulam Dist.
Pin: 682314.

DECLARATION

I do hereby declare that the above-mentioned particulars are true and correct to the best of my knowledge and belief.

Place : PERUMPILLY
Date :13.03.2023

BIJI V.P