

CURRICULUM VITAE

JAI JOHN

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Objective : To focus on the objectives and achieve the goals set by the organization.

Work Experience : **Worked with Zeta Softwares, Mamangalam
January 2018 – May 6 2018 as Sales Manager**

Worked with KITCO as temporary Co-ordinator

Worked as Trainer for Digital Marketing for Entrepreneurs coming for training at KITCO

: **Worked with Karthika Marine Products, Visakhapatnam
(September 2012- September 2013)**

Job Profile : **Manager**

1. Preparing offers for the suppliers
2. Co-ordinating with the Suppliers and finalizing the deal.
3. Co-ordinating with the customers regarding the export of goods eg: ETD (Expected time of departure) and ETA (Expected time of Arrival) of the consignment.
4. Preparing the required documents for the customers to be submitted at the destination port to take ownership of the goods
5. Getting the APTA ready and get it signed from EIA for the customers in China.
6. Visiting the EIA for getting the Shipping documents approved
7. Preparing the Shipping documents and acquiring the Shipping bill from the Shipping services.
8. Preparing Customer Invoice and Packing list and all the other supporting documents for the shipment.
9. Sending all these supporting documents to the Customer so as to acquire the shipment from the Port authorities after the clearance.
10. Co-ordinating with the suppliers and making their

- payment arrangements
11. Preparing the Salary list for the staff at the plant.
 12. Co-ordinating with the staff regarding their leave.

Worked with HSBC for six years (August 2006- August 2012)

Job Profile : Customer Service Executive

1. Worked with the Charges and Interest team for UK accounts
Calculate the daily credit interest on Savings and the Current Accounts and posting to the account if customer has lost the same due to some terms and conditions.
Calculate the debit interest if the account is in debit and informing customer, the reason why the debit interest was applied.
Calling customers to clarify their debit or credit interest queries.
2. Worked with the IBR team (Inter Branch Request) for First Direct
Received call from the First Direct customer and arranging an appointment for them to collect cash from an HSBC account, vice versa if the customer has called after the bank hours then taking a temporary request and calling them to find out their requirement.
3. Assisted the Team Manager to train the Executives to take calls and Call Coach them by advising them the good customer experience methods.
4. Assisted the Team Manager in training the team on various new ques.
5. Worked with the Transactions team to solve the missing cheques and finding out where the cheques have been misplaced and giving the credit to the customer, if it is an incoming cheque. If customer has lost the cheque then calling the Central Clearance team to get the scanned copy of the cheque and resolving the query for the customer.
If it is an outgoing cheque, advising customers the pros and cons of a post dated cheque and advise the customer accordingly and also resolving the issue with a satisfying solution.
6. Worked with the Cheques issuing team and Statements team

- Sending cheques and statements to customer if customer has requested for one.
7. Worked with the Visa Card Fraud Team
Complaint resolution of the customer if a fraud is reported on an Visa Debit card.
 8. Calculating and refunding the debit interest and any other interest lost on the customers account due to the fraud.

**Worked with Lipi Boilers Ltd
(June 2000- April 2001)**

Job Profile : **Steno Secretary**

1. Drafting offers and letters.
2. Preparing Tenders and sending to the suppliers
3. Co-ordinating with the suppliers and information collection regarding the boilers
4. Air and Rail bookings for the Vice President and the Managers
5. Managing the Network and assisting the staff in designing

**Worked with Walchandnagar Industries Ltd.,
(Sep 1999 – May 2000)**

Job Profile : **Steno Secretary**

1. Drafting offers and letters.
2. Preparing Tenders and sending to the suppliers
3. Co-ordinating with the suppliers and information collection regarding the boilers

**Worked with Nikas Corporation Pvt. Ltd
(May 1999- August 1999) as Steno Secretary**

Special Achievements : **Best Customer Service Award (International) from HSBC**

Accredited Trainer under PMKVY for MEPSC

Call Coach Accreditation (HSBC) to train the trainees for giving good customer experience

Various Top Performer Awards (HSBC)

100% Quality Award

Customer Appreciation Awards

Fraud Buster Appreciation

Educational Qualification : **Bachelors degree in Science with specialization in Chemistry**

Currently pursuing M.A (Eng) at IGNOU

Technical Know how : **Good knowledge of working on Windows**

Good Typewriting skills

Good Communication skills in English, Hindi and Malayalam

Expected Salary : **Negotiable**

Personal Details

Languages Knows : **English, Hindi, Malayalam, Marathi, Telugu, and Tamil**

Hobbies : **Listening to music, Reading**

Marital Status : **Married**

Address : **C/o. Dr. Santosh Alex
Type IV/6 CIFT Residential Complex
Permanoor P.O
Thevara,
Kochi -682015**

Contact No. : **9567019536 (Mob) 0484-2323229 (Res)**

I declare all the above details provided are true to my knowledge.

(JAI JOHN)

Date: 06-05-2020

Place: Kochi - 16