

JOBY JOSEPH

MBA GRADUATE



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Phone: +91 9746999315

Location: Alappuzha, Kerala, India

CAREER ABRIGEMENT

To become associated with a company where I can utilize my skills and gain further experience while enhancing the company's productivity and reputation. To do job in an organization where I can be a member of a team and put my knowledge to test. My aim is personal fulfillment along with accomplishing the objectives of the organization.

KEY SKILLS

Energetic

Leadership

Presentation & Professional Speaking

Decision Making

Forward thinking

Excellent communicator

Negotiations

Critical thinking

Passionate

Optimistic

Excellent problem-solving skill

EMPLOYMENT CHRONICLE

Indian Travel Hub [ITH]

Jul 2015 - Jul 2016 (1 Year)

District Tourism Promotion Council Alappuzha [DTPC], Under Gov. Of Kerala Tourism on contract base

Jul 2016 - Sep 2019 (3 Year)

Silver Storm Water Theme Park, Athirapilly

29th October 2021-9th May 2022

TOUR OPERATOR

- Customer Relation Management
- Deciding how many holidays to sell each season and the resorts/countries to use
- Visiting resorts to ascertain accommodation quality and suitability
- Liaising with coach operators, airlines, hoteliers and resort reps
- Agreeing service levels, contracts and costs
- Confirming customer names with airlines/hotels
- Collecting, evaluating and responding (as appropriate) to customer feedback
- Using market research information to guide decisions

ASSISTANT INFORMATION OFFICER

- Customer Relation Management
- Provide information to Tourists from different part of the world on District & State Tourism and make the arrangements for accommodation.
- Assist VIP guests and Govt. officials during their visits in connection with tourism occasions
- Keeping up to date with the accommodation, places to visit, activities and events in the area.
- Preparing mail shots and posting out information.

Asst. FRONT OFFICE MANAGER

- Guest Handling
- Provide information about the park and Rides
- Manage customer complaints
- Manage and arrange GREs on their Work.

ACADEMIC CREDENTIALS

KERALA UNIVERSITY

- Kerala Institute of Tourism and Travel Studies [KITTS], Trivandrum

KERALA UNIVERSITY

- Naipunnnya School of Management, Cherthala

BOARD OF HIGHER SECONDARY EXAMINATIONS, KERALA

- St.Fransis H.S.S, Arthunkal

BOARD OF PUBLIC EXAMINATIONS, KERALA

- St.Fransis H.S.S, Arthunkal

MBA(TRAVEL &TOURISM)

- 2015
- 60%

B.A (COMMUNICATIVE ENGLISH)

- 2012
- 55%

PLUS TWO (SCIENCE)

- 2008
- 62%

SSLC

- 2006
- 64%

ACHIEVEMENTS

- Got an opportunity to work with the hospitality department for the 18th International Film Festival of Kerala 2013, held in Thiruvananthapuram.
- Liaison officer on 35th National Games 2015 Kerala .
- Member in All Kerala Photographer's Association.

PERSONAL STRENGTH

- Excellent interpersonal and analytical skills
- Excellent communication skills
- Interested to take new challenges
- Reliable and trustworthy
- Excellent management skills with ability to delegate and supervise
- Energetic and well physical condition
- High zone of tolerance and hardworking
- Excellent team worker

AREA OF INTEREST

- Customer Relation Management
- Tour Operation
- Travelling
- Hospitality
- Photography

PERSONAL DOSSIER

Date of Birth : 18.04.1991
Age :32
Gender : Male
Father's name : JOSEPH P.H
Mother tongue : Malayalam
Nationality : Indian
Marital Status : Single
Language : English, Malayalam, Tamil
Permanent address : Pallickathyial House,
Arthunkal P.O,
Cherthala,
Alappuzha,
Kerala, Pin-688530

DECLARATION

I do hereby declare that the particulars of information and facts stated here in above are true, correct and complete to the best of my knowledge and belief.

Place: Alappuzha

JOBY JOSEPH