



AMAL JAISON

CAREER OBJECTIVE

To acquire a growth oriented and challenging career, where I can contribute my knowledge and skills to the organization and enhance my experience through continuous learning and team work.



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International City, Dubai

Perssia

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PROFESSIONAL SUMMARY

Highly reliable and focused Logistics Specialist with strong record of exemplary customer service. Able to work independently with little to no supervision or as a team member. Adept at maintaining and updating multiple high-volume data resources in both paper and electronic forms.

WORK EXPERIENCE

Chat Support Executive

Astoria Software Exports Pvt. Ltd.

Ernakulam, Kerala

2019 July TO 30-09-2021

- Respond to customers' enquiries relating to information, product functionality and fault calls resolving as many queries as possible on the first interaction
- Manage the resolution process for customers relating to data and applications for a particular product/s
- Recognize and escalate recurring problems, inferior processes or outdated procedures
- Accept additional projects or areas of responsibility that will improve the team's performance
- Proactively contribute to the Helpdesk team and the achievement of its goals

Warehouse In-charge

LAPTOUCH

Ernakulam, Kerala

03-01-2018 TO 31-12-2018

- Taking care of stocks, developing strategies for stock arrangements.
- Replacement management
- Managing inventory level by carrying out physical counts tallying with data storage system of company.
- Recognizing the problem and solving them, managing all other related duties and maintaining standards of the company.

EXPERIMENTAL LEARNING

- **2 Months of Internship at GALAXY COMMERCIAL - "Customs Clearance And Forwarding Agency "**
- **3 Month of Internship at TRANS PACEFIC LOGISTICS PVT. LTD. – "Liner Agents, Cargo management.**

SOFTWARE SKILLS

Languages : C , C++

Tools : Ms - office

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KEY SKILLS

- Highly organized and dedicated with a positive attitude.
- Desire to work in dynamic and challenging environments.
- Individual with strong sense of responsibility and self-motivation.

Hobbies

Travelling

Playing Football & Cricket

Reading Books

PERSONAL DETAILS

Sex - Male

Nationality - Indian

Languages - English,Hindi & Known Malayalam

D.O.B - 10/11/1995

Name of - Jaison k.v.

Father

Name of - Baby Jaison

Mother

EDUCATION

- ❖ **PG Diploma in Shipping, Logistics and Port Management**
IMMRI Cochin, Periyar university.
June 2016 – June 2017
- ❖ **Diploma in Logistics and Supply Chain Management**
STEAD COUNCIL , IMMRI business School Cochin
June 2016 – February 2017
- ❖ **Bsc Applied Physics**
K.K.T.M. Govt College kodungallur, Calicut Univercity
June 2013 – April 2016
- ❖ **HIGHER SECONDARY SCHOOL EXAMINATION**
St. Sebastian's H.S.S Kuttikad, Thrissur, Kerala.
2011 - 2013
- ❖ **SECONDARY SCHOOL EXAMINATION**
St. Sebastian's H.S.S Kuttikad, Thrissur, Kerala.
2011

AREAS OF INTEREST

- Client Interactions
- Office Management.
- Logistics Operations.
- Sales & Marketing.

DECLARATION

I hereby declare that the details mentioned above are true to best of my knowledge.

AMAL JAISON.