



# JACOB STEPHEN

## CONTACT

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Dubai

## ACADEMIC CREDENTIALS

### BA English Literature | 2015

- Kerala University
- Course Completed

### HIGHER SECONDARY | 2012

- Board of Higher Secondary Examination, Kerala, India

### SSLC | 2009

- Board of Public Examination, Kerala, India

## TECHNICAL COURSE

- Diploma in Auto Cad | 2016

## COMPUTER PROFICIENCY

MS Office/ Excel	★ ★ ★ ★ ★
MS Power Point	★ ★ ★ ★
Out Look	★ ★ ★ ★
Basic Operation	★ ★ ★ ★ ★
Internet & Email	★ ★ ★ ★ ★

## CAREER ABRIDGEMENT

To achieve a challenging position in a professional organization through self - improvement by excelling in all responsibilities with sincere hard work, dedication & commitment. To work towards the development of the organization & grow with it.

## KEY SKILLS

Team Work

Work Ethic

Analytical skills

Leadership Quality

Decision-making

Time Management

Self-motivated

Problem Solving Ability

Hardworking

Positive Attitude

Honesty

## EMPLOYMENT CHRONICLE

### ATM HELP DESK CUM CUSTOMER SERVICE REPRESENTATIVE (OPERATOR) | 2019 - Present

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#### KEY RESPONSIBILITIES

- Monitor the status of ATMs (ENBD, CBD, UBL) on 24x7 basis.
- Providing online technical support to field engineers and field team.
- FLM & SLM follow up & alert handling /escalation.
- Incident management & logging of complaints.
- Providing phone and desktop support.
- Handling the escalations from internal/external sources and maintain a healthy relationship with all stakeholders.
- Handling Emails as well as phone calls from Banks, customers, IT and Network security team.
- Handling customer calls (100 + calls /Day)
- Fixing customer issues VIA phone calls.
- Supporting FLM team VIA phone calls.

### CUSTOMER SUPPORT SERVICE | 2017 - 2019

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#### KEY RESPONSIBILITIES

- Handling valuables & cash service
- Preparing manual VHR and Documents related logistics.
- Collecting valuable goods from customers.
- Supervising the crew and location.
- Cash in transit from customer to cash management centre.
- Dealing with police emergency situations.
- Preparing daily reports, attendance and incident reports and forward to the management.
- Reporting ATM issues to the concerns.
- Arrange settlement of any purchases and sales and deliveries in/out of such securities and currency.




## AREAS OF INTEREST

- Customer Service Representative
- Call center Agent /Supervisor
- Monitoring Assistant
- Document Clerk
- Administrative Assistant
- Logistics Coordinator

## LANGUAGES KNOWN

English	<div></div>	100 %
Malayalam	<div></div>	100 %
Hindi	<div></div>	85 %
Latin	<div></div>	85 %

## INTERESTS

		
Songs	Travelling	Social Networks

## REFERENCE

- Available upon request

## PERSONAL STRENGTHS

- **COMMUNICATION** - Interpersonal skills – verbal, problem solving and listening skills in any administrative role.
- **SERVICE** - Having a client focused approach Skills include Patience, Attentiveness and a positive language.
- **ORGANIZATION** - Helping others, organizing a to-do list. Prioritizing tasks by the deadline for improving time -management.
- **MANAGEMENT**- Management skills to direct others and review others performance.

## PERSONAL DOSSIER

Gender	: Male
Date of Birth	: 09-09-1993
Nationality	: Indian
Marital Status	: Married

## PASSPORT & VISA DETAILS

Passport No	: N3975608
Date of Expiry	: 14-10-2025
Place of Issue	: Trivandrum
Visa Status	: Employment visa

## DECLARATION

I hereby declare that the above-mentioned information is true and I bear the responsibility for the correctness of the above-mentioned particulars

JACOB STEPHEN