

Curriculum Vitae



JITHIN M J

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DUBAI, UNITED ARAB EMIRATES

PROFESSIONAL OBJECTIVE

I to obtain the position of a fleet coordinator with an established organization aspire where I will get opportunities to utilize my expertise in fleet management and contribute to the growth of the organization

PROFESSIONAL EXPERIENCE

- **TOTAL OIL & PETROCHEMICALS (Saudi Arabia) as a Fleet Coordinator (since 2012 to 2020)**

Roles & Responsibilities:

- Coordinate with clients and schedule vehicles and drivers according to their preferences
- Interview drivers and perform background checks to avoid any future possible risks for the company
- Allocate suitable vehicles and drivers to undertake delivery of consignments and update the vehicles register with details of vehicles used for consignment
- Receive daily updates from drivers on the status of delivery of consignment and inform clients about the tentative date and time of delivery of goods
- Liaise with drivers and ensure they have a driving license, vehicle registration documents and are provided with requisite permission forms and contract copies
- Prepare a transit route map using the shortest distance and get it approved; explain the route map to the drivers and answer their doubts

- **ZAMIL GROUP (Saudi Arabia) as Customer Service Executive (Since 2011 - 2012)**

Roles & Responsibilities:

- Open and maintain customer accounts by recording account information
- Manage large amounts of incoming calls
- Identify and assess customers' needs to achieve satisfaction
- Resolve customer complaints via phone, email, mail

- responsible for receiving emergency and non-emergency calls from people in potential danger
- Quickly obtain information on the nature of the emergency, location and a caller to dispatch necessary services (police, fire department, ambulance) as quickly as possible.
- Create detailed call logs and records.
- Calm worried or frantic callers to efficiently and safely assess their needs based on the situation
- Prioritizing Calls Based on Urgency and Importance.
- Utilize computer technology to handle high call volumes
- Closeout or open call records
- Compile reports on overall customer satisfaction

SKILL SETS

- Excellent communication, negotiation and persuasive skills.
- Optimistic, organization, planning, Time management
- High energy levels and capable of handling pressures.
- Extroverts, Initiative and Confident.
- Documentation Skills, Data Entry Skills, dependability, Supervision.

ACADEMIC CREDENTIALS

- Bachelor of arts - Completed in University of Kerala 2008
- Higher Secondary – Completed in EHSS.Kerala in 2005
- S.S.L.C - Completed in EHSS.Kerala in 2003

COMPUTER PROFICIENCY

- Operating systems : Windows XP, Windows 7, Windows 8.1, Windows 10
- Software Applications :, MS office, MS Outlook.
- Professional software : CAR TRACK

DECLARATION

I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.

Date:

JITHIN MJ