

## JACOB STEPHEN

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**Visa Status** : Employment visa



### CAREER OBJECTIVE

A career with a progressive organization that will use my education, skill and abilities in an executive capacity, where I can effectively contribute to operations in any capacity that best matches my skills and knowledge.

### CORE COMPETENCIES

- Positive attitude and strong sense of responsibility.
- Ability to work under pressure in fast paced environment and manage multiple tasks.
- Dynamic and easily adaptable.
- Eager to learn and open for further development.
- Disciplined, Enthusiastic and Hardworking.
- Analytical and possess Problem solving skills.

### WORK EXPERIENCE

**Organization** : TRANSGUARD GROUP L.L.C, Dubai.

**Designation** : MONITORING ASSISTANT

**Duration** : 2019 – Still working

**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.

**Organization** : TRANSGUARD GROUP L.L.C, Dubai.

**Designation** : CUSTODIAN in cash service and Valuables

**Duration** : 2017 – 2019.

**Responsibilities:**

- Cash in transit from customer to cash management center.
- Supervising the crew and location

- Good customer service
- Dealing with police emergency situations
- Preparing daily reports ,attendance and incident reports and forward to the management
- Reporting ATM issues to the concerns

### EDUCATIONAL QUALIFICATION

Courses	Board/University Name	Year of Completion
Diploma	Auto Cad	2016
BA English Literature	Kerala University	2015
XII Board	Higher Secondary Board in Kerala	2012
X Board	SSLC Board in Kerala	2009

### COMPUTER SKILLS

- Good knowledge in MS office, Outlook, Excel
- Social Media, Creating Posters Advertisements etc.
- PowerPoint
- Communication via Emails and phone calls

### PERSONAL PROFILE

**Age & Date of Birth** : 09-09-1993  
**Marital Status** : Married  
**Nationality** : Indian  
**Religion** : Christian  
**Passport Details** : N3975608  
**Current Address** : **Hor Al Anz**, Near Abu Hail Metro Station, Dubai  
**Language Known** : English, Malayalam, Hindi, Latin.

### DECLARATION & CONCLUSION

I solemnly declare that all the information furnished in this document is free of errors to the best of my knowledge.

**Date:**

**Place: Dubai**

**Jacob Stephen**

