

SAJIN K S

@ Sajinks270@gmail.com

+971 553455026

International Cable Corporation, Industrial area 1, Sajjaa,
Sharjah



Job Roles

Store Keeper



Objective

To enhance my professional skills, capabilities and knowledge in an organization which recognizes the value of hard work and trusts me with responsibilities and challenges.



Education

Jain University, Bangalore

2017-2020

Bachelor's in Management Studies - Aviation Management



Experience

International Cable Corporation - UAE

November 2023 - Present

Store Keeper

- Replenish supply inventories following established guidelines of the company
- Maintain a neat, clean and safe working environment as per government regulation
- Manage the store layout
- Supervise other staff members and keep a record of sales
- Receive, upload and shelf all supplies
- Perform stock related duties like returning, packing, labelling and pricing goods
- Inspect delivers for discrepancy or damage
- Report damaged inventories for record-keeping and reimbursement
- Rotate stock and dispose of surplus and expired quantities
- Coordinate and handle freight and movement of equipment
- Keep an organised allocation of inventory placed in warehouse and store
- Cross-verify the monthly report at the end of each month
- Ensure proper completion of documentation to place an order and make a purchase
- Generate a material received report (MRR) timely
- Ensure storage of goods follow the first in first out (FIFO) method

Qatar Metro Rail - Qatar

October 2022 - October 2023

Customer Service Agent

- Monitor and maintain station operational status and to ensure the safety and comfort of passenger movement within the station premises.
- Carry out controlled/uncontrolled/emergency evacuation of passengers.
- Control and mitigate overcrowding in station and platforms to ensure that passengers flows are managed in an orderly manner.
- Deliver essential messages to passenger via audio or visual means in a timely, clear and proactive manner.
- Monitor and control the direction of the fare gates in accordance with the flow of passengers, and in the event of an emergency situation.
- Provide ticket sales, train services information and respond to passenger enquiries.
- Distribute publicity materials and handle lost property.
- Assist passengers with special accessibility needs.
- Meet and greet customers and provide a highly visible and proactive level of customer service.
- Perform shift and emergency duties when required.
- When dealing with customers of the Qatar Metro, ensure that matters are handled tactfully and sensitively as appropriate and strictly follow the guidelines, procedures and instructions of the organisation.
- Comply fully with procedures and instructions instructed as part of the certified training and instructions.

Nesto Hypermarket - India

January 2021 - September 2022

Customer Service Executive

- Managing a team of representatives offering customer support.
- Overseeing the customer service process.
- Resolving customer complaints brought to your attention.
- Creating policies and procedures.
- Planning the training and standardization of service delivery.
- Selecting and hiring new staff.
- Monitoring the work of individual representatives and of the team.
- Conducting quality assurance surveys with customers and providing feedback to the staff.
- Possessing excellent product knowledge to enhance customer support.
- Maintaining a pleasant working environment for your team.

Air India SATS - India

January 2020 - December 2020

Customer Service Agent

- Greet passengers at check-in counters and assist with check-in processes, ticketing, and baggage handling.
- Guide passengers to the appropriate terminals, gates, and facilities within the airport.
- Address issues related to lost baggage, flight changes, missed connections, and other travel-related problems.
- Verify passenger documents, issue boarding passes, and assist passengers with boarding, including those with special needs or requests.
- Assist in maintaining a secure airport environment and report any suspicious activity or safety hazards.
- Maintain effective communication with airline staff, ground crew, and airport authorities to ensure smooth flight operations.
- Exceed passenger expectations by consistently providing exceptional customer service.
- Complete administrative duties, such as updating passenger records, documenting incidents, and handling cash and payment transactions accurately.
- Collaborate with colleagues to ensure the efficient functioning of the airline and the airport.

Taco Bell - India

March 2018 - December 2019

Customer Service Assistant

- Serving customers in a timely manner.
- Assisting in the training of new Crew Members.
- Working within a team setting to meet sales goals during a shift.
- Following the company's security and safety procedures.
- Managing transactions with customers using cash registers.
- Collecting payments whether in cash or credit.
- Arriving for the start of their shift on time and staying until all duties are complete.



Languages



English



Malayalam



Hindi



Skills



Communication, Customer Service, Organization, Problem solving, Multitasking, Time management, Active listening, Emotional intelligence, Patience, Working under pressure.



Personal Details

- Date of Birth : 10/03/1998
- Marital Status : Single
- Nationality : Indian
- Religion : Hindu
- Passport : P6344240
- Gender : Male
- Place : Sharjah
- Visa status : Residence visa
- Visa valid till : 22/11/2025



Reference

- Souren Markarian - International Cable Corporation
Manager
0508982826