

# ALEX JOSEPH

Store cum logistics operations manager

+91 9497441965 alexjosephp11@gmail.com

Kottayam, Kerala, India



## Summary

Experienced Store cum Logistics Manager proficient at monitoring operational pulse to deliver relevant information to all major internal customers and stakeholders. Polished professional skilled at training employees on exceptional customer service etiquette and sales techniques.

## Work History

### Business Development Manager

HDFC Life Kottayam, Kerala 2020- Present

#### Achievements/Tasks

- To build a high performing distribution network of financial consultants and enable them to sell life insurance policies.
- The incumbent will be evaluated mainly on the ability to build a strong distribution and sustainable network to meet business targets and quality of business.
- Meet the business targets by driving and motivating the channel partner's sales team.
- Continuous interaction with the sales team of channel partners Arranging sufficient training towards licensing of sales team of channel partners.
- Be a coach and guide to the sales team members of the channel partner.

### Maintenance Technician

Ashok Leyland Ltd. Hosur Plant II, 2018-2019  
Tamil Nadu, India

#### Achievements/Tasks

- Reviewed technical documentation to complete equipment maintenance and repair.
- Completed daily, weekly and monthly checklists on manufacturing equipment to maintain records of scheduled maintenance procedures.
- Completed partial or full dismantling of equipment to quickly repair or replace defective components and restore functionality.
- Determined new technique to streamline maintenance processes to increase workflow.
- Used problem-solving skills to alleviate issues efficiently with minimal supervision.

## Skills

- Staff Management
- Merchandising
- Relationship building & management
- Customer Relations
- Team leadership & coaching
- Maximizing profitability
- Order management
- Customer Relations

## Academic History

### Diploma in Electrical & Electronics Engineering

MGPT College, Nagercoil, Tamil Nadu  
(Directorate of Technical Education)

### BSc Physics

SVR NSS College Vazhoor, Kerala  
(Mahatma Gandhi University)

### Science (Higher Secondary)

SVR NSS College Vazhoor, Kerala  
(Board of Higher Secondary Education, Kerala)

### SSLC (Secondary)

SVRV NSS College Vazhoor, Kerala  
(General Education Department, Kerala)

## Personal Info

Nationality : Indian  
Father's name : Joseph  
Marital Status : Single  
Date of Birth : 11-12-1992  
Gender : Male  
Passport no: : K5996251

## Work History

### Senior Sales & Store Executive

Club Mahindra Holidays Munnar, 2015-2016  
Kerala, India

#### Achievements/Tasks

- Facilitated relationships with target accounts through implementation of proven networking methods.
- Created prospect rapport by approaching leads and cultivating strong business relationships through sales.
- Maintained store staff job results by coaching, counseling and disciplining employees; planning, monitoring and appraising job results.
- Prepared annual budget; schedule expenditures; analyze variances; initiate corrective actions.
- Identified current and future customer requirements by establishing rapport with potential and actual customers and other persons in a position to understand service requirements.

### Store Supervisor

Kandamchira Distributors 2013-2015  
Kottayam, India

#### Achievements/Tasks

- Maintained customer satisfaction with quick and professional handling of product returns.
- Plan and control warehouse activities including receiving, inspection, storage packing, inventory control, order processing and invoicing.
- Secured building for closing by completing run-through of sales floor, turning off electronic systems.
- Kept documentation and records accurate and up-to-date with latest data to prevent errors in processing or delivery.
- Reviewed daily financial records and reports and identified deficiencies in need of attention.
- Keep proper records of shortage and damaged other discrepancies.

## Achievements

- Participated in Intercollegiate leadership Camp for **National Service Scheme (NSS)**
- Participated in workshop enrichment program on **Revised Curriculum based experiment** at Assumption College, Changanacherry.

## Languages Known

- Malayalam
- English
- Hindi
- Tamil

## Technical Skills

- Designing Software  
AUTOCAD (Electrical)
- ERP Software  
Tally | SAP (Basic)
- Microsoft Office  
Word | Excel | PowerPoint (Basic)

## Soft Skills

- Communication
- Problem Solving
- Interpersonal
- Teamwork
- Leadership
- Critical Thinking
- Time Management

## Interests

Reading | Music | Travel | Sports

## Declaration

I hereby certify that the above information is true and correct to the best of my knowledge and belief.

ALEX JOSEPH