

CURRICULUM VITAE

GOPAKUMAR PARAMESWARAN

Nationality: Indian
Visa Status: Employment Visa
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OBJECTIVE

Seeking a suitable position looking for substantial where responsibility where my and varied experience would be fully unitized in a career opportunity and where making a significant contribution to the success of my employer will gain me advancement opportunities.

EDUCATION QUALIFICATION

- Pre Degree : Calicut University, Kerala, India. (1993-95)
- S.S.L.C : Board of Secondary Education from Government of Kerala, India

TECHNICAL QUALIFICATION

- ITI – SNM Industrial Collage (2001- 2003)

COMPUTER KNOWLEDGE

- Basic Skills & MS Office

PASSPORT DETAILS

Passport No.	Date / Place of Issue	Date of Expiry
T1694284	08/01/2019, Dubai	07/01/2029

DRIVING LICENSE DETAILS

Valid in UAE Light Vehicle License

License No.	Date / Place of Issue	Date of Expiry
1069481	15/07/2006, Dubai	15/07/2026

PROFESSIONAL WORK EXPERIENCE

- Presently working as a **Office Assistant & Store in charge**, in **Emirates Airlines**, Dubai UAE from June 2013.
- Worked as a **Office Assistant** in **Revenue Department Emirates Group** Dubai, UAE from 2008 to 2013.
- Worked as a **Airside – Baggage Service Agent** in **Emirates Group** Dubai, UAE .
- Worked as a **Salesman** in **Najmath Al Rayan General Trading L L C** Dubai, UAE.(part time work for 3 years).

TOTAL EXPERIENCE 17 YEARS

17 years experienced operations / administration profession with valid UAE Driving license. Adept in saving operational cost. Transforming manual procedures to electronic formats improving working capital enhancing responsiveness customers reducing inventory cost and lead time there by contributing to bottom line profitability of the organization with well-versed in Ms office possess hard core expertise in hospitality industry.

LANGUAGE KNOWN

✓ English , Hindi, Tamil & Malayalam

PERSONAL DETAILS

Name	: Gopakumar Parameswaran
Father Name	: Parameswaran Menon
Place of Birth	: Vellangalore, Kerala
Date of Birth	: 06/11/1977
Sex	: Male
Marital Status	: Married
Nationality	: Indian
Religion	: Hindu

DUTIES AND RESPONSIBILITIES

- **Plan and coordinate administrative and operation** procedures and systems.
- **Welcoming guests** and customers by greeting them and answering or directing inquiries.
- **Resolve Customers complaints.**
- **Handle customer actions transactions** and queries in a timely manner and actively seek feedback.
- **Receiving deliveries couriers** & store items arranging distribution to recipients.
- **Handling external** or internal communication or management systems.
- **Monitor inventory** of office supplies and the purchasing of new material.
- **Follow up on all inquiries** and prepare proposals reporting and analysis.
- **Interact with the operations department** on technical processes & quality related issues.

PROFESSIONAL SKILLS

- PROCESS IMPROVEMENT
- COST REDUCTION TECHNIQUES
- STRATEGIC OPERATIONS
- ADMINISTRATIVE SUPPORT
- INVENTORY MANAGEMENT
- CLIENT SATISFACTION
- COMPLAINT HANDLING
- CUSTOMER RETENTION
- OFFICE ADMINISTRATION
- DOCUMENTATION & REPORTING
- EMPLOYEE SATISFACTION

ACHIEVEMENTS

- Transformed manual training manuscripts in to electronic format **Saving cost approximately by 800000 AED** and contributed to sustainable business practices and enhanced brand image.
- **Restructured sourcing practices** and contributed to reduced outsourcing cost thereby contributing to improved working capital in achieving business goals within budget constraints.
- Supported internal customers in **reducing cost by suggesting and implementing cost effective** sourcing processes.

AWARDS AND RECOGNITION

- NAJM appreciation award for best hardworking.

DECLARATION

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

GOPAKUMAR PARAMESWARAN