

RESUME

Dear Sir,

It feels great pleasure to introduce myself for the post of Suitable Position in your organization. I am enclosing herewith my detailed "Curriculum Vitae" for your kind perusal stating Personal, Academic and Professional Profile. However, during my exposure in the work front, I have been grinded in all the aspects of **Company's Administration Skills**.

The words penned down on the enclosed CV fully portray my true personality and, will enable you to study and evaluate my expertise and capabilities.

Thanking you in anticipation of your favorable reply.

Yours Sincerely

LINOY SAIZA

PERSONAL PROFILE :

Name	-	Linoy Saiza
Date of Birth	-	10-11-1992
Nationality	-	Indian
Religion	-	Christian, Anglo Indian
Father Name	-	Nelson Saiza
Address	-	MadhuraCompanyRoad, Palluruthy, Kochi-682006, Kerala,India.
Marital Status	-	Single
Sex	-	Male
E-Mail	-	linu.saiza@gmail.com
Contact No.	-	+91 9539321111
Languages Known	-	English, Malayalam, Hindi
Passport Number	-	L 1478671
Expiry date	-	27-5-2023

Objective:

To obtain a challenging position in a world class company where I can contribute and further enhance my knowledge and experience.

Software Skills:

Operating Systems	Windows XP, Windows 7, Windows 8, Linux
Applications and other basic applications.	Microsoft Word, Microsoft PowerPoint, Microsoft Excel

Educational Qualifications:

Course	Institution	Period	Marks (%)
Diploma In Computer Engineering (3 YEAR)	Govt. polytechnic College Kalamassery, Ernakulam	2011-2013	PASSED
H.S.E (12th)	S.R.V School, Ernakulam Govt.	2008 – 2010	70 %
S.S.L.C	St. Sebastian's Palluruthy H.S.S,	2008	75 %

Project Works in Diploma:

Main project

- Built a desktop application named 'Real Estate management system' for making the functioning of a Real estate management computerized.

Mini Project

- Built a desktop application named 'Airlines ticket reservation system' for making the functioning of an Airlines ticket reservation management.

Extra to Education:

- **Attended a training class on computer hardware and networking at SB Global, Vyttila, Cochin :** Familiarized the different hardware components of a computer system, its functioning, common problems that may affect them, their solution, and had practical sessions on assembling and networking of computer systems.

Highlights of professional accomplishment and experience

- **From February 2018 to Till date: Sterling Holidays Resorts Ltd.**

Sterling Holiday Resorts Limited (known as Sterling) a holiday lifestyle company was incorporated in the year 1986. In 2015, Sterling Holiday Resorts India Limited became a 100% independently managed subsidiary of Thomas Cook India Limited (TCIL) in the back of the former's equity shares being bought in an off-market transaction by Thomas Cook Insurance Services (TCISIL).

Job Description: **Customer Assurance senior executive.**

Job Profile:

- Customer handling and satisfaction.
- Customer support and new customer handholding.
- Retention for issued clients.
- Follow-up for Upgrade to next category and conversion.
- Follow-up for Preclosure value collection.
- Leads generation from clients and conversion.
- Pre login calls and verification for new applications

- **From April 2017 to January 2018: Shwas Homes Pvt Ltd**

Shwas Homes Pvt Ltd started by Mr. Sreeniparameshwaran and Mr. ShajiAyyappan, Now with 24 successful projects has grown into a prominent building corporate in Cochin. With a project value of more than 1100 crores and having 1400 of clients. Shwas homes is clearly walking talk. Started off with a mission to create technically

and aesthetically superior homes which exceeds client expectations.

Job Description: **Customer Relationship Manager.**

Job Profile:

- Preparing and analyzing company records and statements reports
- Customer handling and satisfaction.
- Preparing and analyzing customer ledger and account statements.
- Follow-up for EMI collection.
- Customer support and new customer handholding.
- Follow-up for property registration.

- **From November 2015 to March 2017: Al Bateen Arrow Realestate LLC, AUH**

Al Bateen Arrow Realestate LLC is one of the leading company in Abu Dhabi, It deals with various types of real-estate properties. The company's line of business includes the rent out and leasing of properties like villa, flat, lands etc.

Job Description: **Public Relations Clerk.**

Job Profile :

- Preparing and analyzing company records and statements reports
- Assess accurately and confirm to reporting and procedural standards of the reports
- Making use of technology to develop, implement, modify, and document recordkeeping
- Valuation of company assets and liabilities
- Customer handling and satisfaction.
- Property management and maintenance controlling

- **From October 2013 to October 2015 : Reliance Communications Ltd. India**

India's leading integrated telecom company Reliance Communications is the flagship company of the Reliance Group. Listed on the National Stock Exchange and the Bombay Stock Exchange, it is India's leading integrated telecommunication company with over 150 million customers.

Job Description: **Customer Relationship Manager.**

Job Profile:

- CAF (Customer Application Form) verification and scrutiny.
- CAF management and warehouse supporting.
- Customers support and new customer handholding.
- Service order provisioning and tracking.
- Improve the customer's issues and challenges.
- Follow up on every issues and ensure complete satisfaction and maximum utilizations of the product or services sold to customers.
- Deals with Corporate customers and make sure to provide the Good and healthy services and products.

- **From April 2013 to October 2013 : ICPL Systems and Technologies Ltd. Cochin.**

ICPL Systems and Technologies is one of the famous Technical supporting company in Cochin. The company deals with different types of corporate companies and provide the all types of hardware and software support.

Job Profile:

- Customer support and new customer handholding
- Provide all kind of Technical support (Hardware and Software)

Key Skills

- Confidence to do any administrate level works.
- Strong organization and planning skills.
- Quick familiar with Computer.
- Good communication skills.
- Enjoy with clients and teams.
- Team building and Good leadership quality.

Declaration:

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

Place: Ernakulum.

Date: 22 June 2020

LINOY SAIZA