

# JEFIN JOSEPH

| Logistic Coordinator | Sales Executive |  
| Branch Relationship |

Passionate Management Professional specialized in Operations & Marketing with successful experience in establishing and maintain key relationships with individual customers and corporate decision makers.

## EDUCATION



**SCMS Cochin School of Business, Kerala**  
**PGDM/MBA (Operations & Marketing), 2019**  
**St. Thomas Marthoma College, Kerala**  
**B.Sc (Physics)**

## EXPERIENCE



**TOKYO FREIGHT SERVICES , Qatar**  
**Logistics Executive (Back Office – India)**  
**{ Sales & Operation Coordinator }**

**August 2019 – October 2020**

- **Job Profile:** My key responsibility was to take care of the logistics requirements of our clients, providing Quality Services with Timely delivery in better rates.
- Key Responsibilities are :**
- **Acting** as a point of contact between Clients & Suppliers, Coordinating different departments also communicate with the Senior Managements.
- **Arrange** meetings with clients and present company's services
- **Organize** transportation activities, including storage of goods, managing information accrued from point of origin to delivery, orchestrating transportation movements, and arranging for services as necessary
- **Coordinate** and track movement of goods through logistic pathways for Export / Import etc
- **Execute** logistics plan to move products and packages to reach destinations on schedule
- **Review** freight rates and other transportation costs to keep working costs low
- **Monitor** deliveries and **ensure** customer satisfaction
- Responsible for maintaining accurate logs of all transportation and goods.



## GET IN TOUCH



**Dubai, UAE**



**+971-56-7368795**



josephjefin@gmail.com



jefin-joseph-24a1ba127



## PROFESSIONAL SKILLS

- Client Relationship Management
- Sales Operations
- Time Management
- Management Skills
- Problem Solving



## AWARDS RECEIVED

- ❖ Completed an Online Certification Course on Fundamentals of Digital Marketing, Google 2020
- ❖ Completed a certification course on Business Simulation, Capstone, USA 2019
- ❖ Completed a certification course on Microsoft Office Specialist Excel, 2018
- ❖ Attended International world congress summit, a three days workshop on Brand Dharma, Sustainability & Innovation, Kochi 2019
- ❖ IATA Certification – Airline Customer Services, Canada 2016
- ❖ Completed a Cambridge English Certification Course, ESOL International, 2016



## PERSONAL INFO

**DOB** : 10<sup>th</sup> Feb 1994  
**Nationality** : Indian  
**Languages** : English, Hindi, & Malayalam  
**Visa Status** : Visit Visa  
(Validity – 14 April 2021)  
**Driving License:** Valid Indian License



**ADITYA BIRLA CAPITAL, India**  
**Associate Branch Relationship Officer,**  
**HDFC, Kerala**  
**November 2020 – December 2020**

- **Job Profile:** My key responsibility was to take care of their entire portfolio, closely work with them and advise them a healthy investment plan. I was working for two branches Pandalam & Kozhencherry branch which together consisted of 1000+ Client Base.
- **Service delivery:** Maintain records with the various service requirements of the customers in order to ensure all our customer service requests are being well taken care of.
- **Customer Relationship** - Been a pioneer and lead by example in ensuring the highest possible level of Customer Service is delivered to all our clients effectively and efficiently while adding value at all stages

## Positions of Responsibilities:

- Serving as an Advisor in Aditya Birla Sun Life Insurance (Part time).
- Served as a coordinator for an aviation expo, 2015



## Personal skills

- Willingness to adapt & learn
- Strong Customer Relationship
- Team player
- Communication & Interpersonal skills



## TECHNICAL SKILLS

**MS Excel | Outlook |**  
**PowerPoint | Word | SPSS**