



JERIN JACOB SAM

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T9921543 | UAE Driving License - LMV Manual | Male | linkedin.com/in/jerin-jacob-sam

PROFILE

- Master's in Business Administration in Operations and Marketing
- B. Tech Graduate in Mechanical Engineering.
- UAE Driving License in Manual LMV
- Currently working at Dubai International Airport under SERCO.
- Experience as Project Coordinator and Logistics Supervisor in Reputed Companies
- Basic knowledge in AUTO CAD
- Certified in Microsoft Office Excel

EDUCATION

Master's in Business Administration
TKM Institute of Management, Karuvellil Kollam
06/2020 – 06/2022 | Kollam, India

B.Tech \ Mechanical Engineering
Baselios Mathews II College of Engineering,
Sasthamcotta, India
06/2015 – 07/2019 | Sasthamcotta, Kollam, India

PROFICIENCY

MS Office. Word, Excel, Powerpoint, Outlook.
— Expert

Google Drive. Docs, Sheets, Forms, Slides — Expert

Data Analytics tools like SPSS — Competent

Adobe Photoshop — Competent

Auto CAD — Amateur

Email. Filters, folders, mail merge, rules. — Expert

OTHER SKILLS

- UAE Driving License : Manual

LANGUAGES

English — Fluent

Malayalam — Native/Bilingual

Tamil — Proficient

Hindi — Conversational

ADDITIONAL CERTIFICATES

Microsoft Office Excel Specialist
Certification ID : 991737395

Operations Management Certification
From NPTEL, Provided by IIT Roorkee's.

Marketing Management Certification
From NPTEL, Provided by IIT Kanpur.

Accredited in SPSS Basics
Analytical Software

SKILLS

- Operational Efficiency
- Leadership and Team Management

PROFESSIONAL EXPERIENCE

Dubai International Airport
Customer Service Agent

04/2023 – Present | Dubai, UAE

- Assisting Passenger in Immigration and Emigration Counters.
- Resolving more than 100 consumer enquiries on average each day and keeping a 95% customer satisfaction score.
- Having international interactions and putting in place bilingual support systems led to increase in customer satisfaction ratings.
- Specifically educated to work with disabled individuals
- Handling Conflicts: Resolving disputes among passengers calmly and professionally
- Coordinating with Team: Working with airline & security teams to maintain airport efficiency

EVM Motors, Kochi
Project Coordinator

06/2022 – 01/2023 | Kochi, India

- EVM Motors was required to investigate the viability of a service centre that would provide top-notch auto repairs for branded vehicles.
- Examined the SOP and standards for a service center of major car brands.
- Created a report outlining the prerequisites needed to launch a brand-new, all-model auto repair facility.
- Process Improvement : Improving the process by enhancing worker productivity with adequate time management and leadership to enhance operational efficiency and attain optimum customer satisfaction.
- Strategic Planning : Proactively gathering client comments and complaints in order to identify the needs. then by means of appropriate planning and communication, creating a comprehensive design, and analyze, monitor and control the process
- Project Management : In conjunction with client communication, managed vendor administration, recruitment, budgeting and invoicing to develop an effective project plan.

Auto Care Spare Parts Centre
Logistics Supervisor

06/2019 – 07/2020 | Pathanamthitta, India

- Inventory and Warehouse Management : Managed inventory levels and conducted routine inventory audits to prevent overstocking and stockouts. And also developed inventory forecasting models to optimize stock levels.
- Procurement : Forecasted demand, managed the purchasing, ordering, and inventory processes to guarantee the actual quality and timely delivery of the product through effective negotiation.
- Logistics : Overseeing inventory, storage, and transportation. Ensured the safe and timely retrieval of the dispatch, thereby facilitating logistics and supply chain coordination. Also conducted an analysis of the process and implemented ongoing enhancements.

DECLARATION

I am keen to continue my career and prepared to work to achieve the organization's goals and hereby declare that the information furnished above are true to the best of my knowledge.

Jerin Jacob Sam
Dubai, UAE