



# DERICK JACOB

## EDUCATION

### **MBA (Human Resource)**

Glocal University  
2018-2020

### **B. COM**

Glocal University  
2015-2018

### **BA ENGLISH**

Kerala University  
2012-2015

## TECHNICAL QUALIFICATIONS

- Diploma in NDT – QA QC & Piping
- Auto Cad 2D,3D
- IOSH MS
- HABC Level 2
- MS Office

## PROFILE

Accomplished and highly motivated person, seeking to utilize my skills for the betterment of the next team I join. And to be associated with a progressive organization that gives me career growth through challenging assignments and to lead a team into working cohesively towards the growth of the organization. Dedicated to providing exemplary and supporting the overall mission of the department and company.

## EXPERIENCE

**Organization: Zoom C store ENOC, Dubai  
(Oct 2020 onwards)**

**Position Held: Cashier/Acting shift in charge**

- Ensure that each customer receives outstanding service by providing a friendly environment.
- Handling customer payments, refunds, complaints, compliments etc.
- Responsible for the accounting/banking of the site's cash fund when manager is not in shift.
- Reconcile daily sales, prepares deposits and end of day reports.
- Developed merchandising and profit goals for team members to meet quotas.
- Assist manager in making inventory reports.
- Entering of invoices in system on daily basis.
- Prepares necessary documents at the time of internal and external audit.
- Processing purchase and return invoices, stock taking and handling delivery of products.

## CONTACT

Raashidiya, Dubai

Mobile

+971 528253563  
+91 8129034211

Email

derickjacob123@gmail.com

## OTHER DETAILS

Notice Period: 30 Days

## EXPERIENCE

**Organization: Antony Gomez Associates, Kollam.**  
**(Dec 2017 – Aug 2020)**

**Position Held: Client Support Executive (Part Time)**

- Providing general administrative and clerical support including mailing, scanning, faxing and copying to management.
- Maintaining electronic and hard copy filing system.
- Roll out different reports i.e., Efficiency, Collated Trackers, OPS report, and work flow report.
- Manage calendar for Managing Director and assist in resolving any administrative problems
- Coordinate with channel partners for updations etc.

**Organization: Xerox Business Services India, Infopark Cochin**  
**(March 2016 – Oct 2017)**

**Position Held: Transaction Processor (Operations)**

- Day to day follow up and correction of insurance claims. (CIGNA Dental department)
- Generation and distribution of daily, weekly, and monthly reports as per agreed standards and timeline.
- Analyze the data and help the business use the same for decision making.
- Analysis of raw data to identify new performance metrics.
- Prepare and modify documents including correspondence reports drafts, memos and emails
- Perform data entry and scan documents.
- Good hands on with excel tools like V-look up, H-look up, Pivot charts and Graphs.

**Organization: First Source Pvt Ltd, Kerala Cochin.**

**(Apr 2015 – Feb 2016)**

**Position Held: Customer Care Executive – Operations**

- Operates customer support services for Vodafone Cellular LTD.
- Always been one of the best performers in terms of quality & productivity.
- Handling calls over the phone for queries related to billing, network, etc. and providing solutions.
- Handling more than 150 calls per day with an average ACD less than 2.20 sec and in complying with the quality standards rated on 100 scale.
- Promoted to handle escalation and retention calls including both inbound calls where topped the escalation & retention desk with 85% quality and 72% of retention.