



● Franklin Jose

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Professional Summary

- Dynamic and results-oriented Administrative Executive with a proven track record of providing exceptional support to executive teams. Skilled in managing administrative operations, coordinating complex schedules, and facilitating seamless communication across all levels of the organization. Possessing strong organizational abilities, attention to detail, and a proactive approach to problem-solving. Adept at handling confidential information with discretion and professionalism. Committed to optimizing efficiency, streamlining processes, and driving operational excellence. With a customer-centric mindset and excellent interpersonal skills, I excel in fostering positive relationships and ensuring high levels of satisfaction among internal and external stakeholders.

Work History

01.2021 - 01.2024

- **Senior Cashier**
Louis Philippe - Kochi, India
 - Enhanced customer satisfaction by providing efficient and accurate cash transactions.
 - Streamlined checkout process for increased efficiency and reduced waiting times.
 - Maintained a balanced cash drawer, ensuring accurate accounting at the end of each shift.
 - Assisted customers with inquiries and provided exceptional service, resulting in positive feedback from shoppers.
 - Collaborated with team members to achieve sales targets and maintain a clean, well-stocked store environment.
 - Resolved customer complaints professionally, leading to improved customer relations and loyalty.
 - Handled multiple payment methods securely, minimizing discrepancies and potential losses.

05.2017 - 09.2020

- **Senior Sales Support Specialist**
Square Yards - Bengaluru, India
 - Developed and executed sales strategies to achieve company targets, ensuring alignment with organizational goals for sustained growth and market expansion.
 - Provided exceptional service to customers, building lasting relationships and enhancing loyalty through attentive and professional interactions.
 - Built rapport with customers, assessed their needs, and offered tailored recommendations, driving increased sales opportunities.

02.2016 - 05.2017

● **Senior Customer Service Representative**

Firstsource - Malad West

- Maintained an in-depth understanding of product and service information to provide knowledgeable and educated responses to diverse customer questions, enhancing customer satisfaction and loyalty.
- Processed, scheduled, and executed customer orders for both new and established customers, meeting call guidelines for service levels, handle time, and productivity, ensuring efficient and effective customer service delivery.

05.2015 - 10.2015

● **Lead Trainer**

Goan Institute Of Communicative English - Kochi

- Conducted English training sessions, resulting in a 20% improvement in student speaking proficiency during class activities and assessments.
- Developed and implemented curriculum-aligned lessons with diverse teaching methodologies to enhance student engagement and learning outcomes.
- Evaluated student performance through rigorous grading and assessment methods, offering targeted feedback to support academic growth.
- Fostered collaborative relationships with colleagues, administrators, and parents to establish effective learning objectives and create a supportive educational environment.

Education

04.2023

- Bachelor of Arts - BA, English Language and Literature/Letters, SIKKIM PROFESSIONAL UNIVERSITY - GANGTOK

01.2015

- Bachelor of Arts, Business/Commerce, General, CROSSLAND COLLEGE BRAHAMAVAR - BRAHMAVAR

Skills

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- | | |
|--|---|
| • Sales and Negotiation Skills | • Post-Sales Support |
| • Customer Relationship Management | • MS Office Suite (Word, Excel, PowerPoint) |
| • Effective Communication (Verbal and Written) | • Adaptability and Flexibility |
| • Problem Solving and Conflict Resolution | • Goal-Oriented and Results-Driven |

Languages

●	English	Hindi
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	Tamil	Malayalam
	<div><div></div><div></div><div></div><div></div><div></div><div></div></div> Upper intermediate (B2)	<div><div></div><div></div><div></div><div></div><div></div><div></div></div> Bilingual or Proficient (C2)

Visa

- 2 months Visiting Visa