



# Geethu CP

Senior Operations Executive

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Dubai, UAE

geethu-cp-6685402ba

## PROFILE

Motivated professional seeking a challenging role in operations and support. Eager to leverage expertise in a fast-paced environment while enhancing skills and driving efficiency. Committed to delivering high-quality results and fostering team collaboration.

## LANGUAGES

English

Malayalam

Hindi

Tamil

## EDUCATION

➤ **Master of Science in Information Technology.**

Sikkim Manipal University,  
India.

➤ **Bachelor of Science in Computer Science.**

Calicut University, India.

## EXPERIENCE

**INDIA POST** | Office Admin | Kerala, India

December 2018 - 2024

- Assisted in sorting and delivering mail efficiently.
- Managed office reception, ensuring compliance with postal regulations and procedures.
- Identified and resolved delivery issues promptly.
- Communicated with customers to address inquiries.
- Maintained accurate records of deliveries.
- Collaborated with team members to optimize operations.

**Infosys Limited** | Senior operations executive | Bangalore, India

December 2015 - 2017

- Ensured timely resolution of user issues within SLA.
- Handled tickets using ServiceNow.
- Knowledgeable in incident, problem, and change management.
- Collaborated with management for requirement clarification and task tracking.
- Conducted ticket analysis and reporting for performance improvement.

## SKILLS

- Analytical and problem-solving expertise
- Strong communication and interpersonal skills
- Effective in fast-paced environments
- Time management and prioritization
- Adaptable and flexible
- Customer relationship management
- Detail-oriented with strong organizational skills.