



# SOORAJ

## PROFILE

Self-starting Operations Manager offering high-level experience in supervision of workover and completion operations. Adept at directing work of completion consultants and completion supervisors. Successful introducing lean manufacturing to increase productivity and cut costs of completion. Well organized, attentive to detail and vigilant in achieving safety and environmental impact reduction objectives. Knowledgeable and dedicated customer service professional with extensive experience in education industry. Solid team player with outgoing, positive demeanor and proven skills in establishing rapport with customers. Motivated to maintain customer satisfaction and contribute to company success. Specialize in quality, speed and process optimization. Articulate, energetic and results-oriented with exemplary passion for developing relationships, cultivating partnerships and growing businesses. Diligent Operation Manager bringing 10 years of experience in operations, production management, organizational development and team building within diverse field. Proficient in planning, coordinating and executing successful production strategies. Adept at improving operational stability, efficiency and profitability. Team-minded individual works well with senior stakeholders and effectively prioritize tasks.



UAE | DUBAI



00971- 586553251



soorajatdubai22@gmail.com

## EDUCATION

Bachelor in Computer  
Application

Sri Krishna Arts and Science  
College

## PROFESSIONAL

Negotiating skills

Interpersonal  
skills

Problem-solving  
skills

Communication

MS Office

Analytical Skills

MS Spreadsheet

Organizational

MS Powerpoint

Planning

.NET

Performance-driven  
individual

## LANGUAGES

English, Malayalam, Tamil

## EXPERIENCE

Immigration Sales Consultant - Newlife Abroad Education Consultants  
Pvt Ltd

January 2013 to May 2022

- Follow up with leads and referrals generated from online and field activities.
- Identify leads and contact them Establish and maintain relationships with potential clients.
- Identify and resolve client concerns and provide regular follow up on the inquires.
- Resolve customers' issues related to the business and encourage good customer relationships.
- Counseling clients for Europe visas, work visa, etc. Also worked with some Canada clients.
- Worked with the company's CRMs.
- The consultation will be by email, telephone, virtual support and direct meetings.
- Prepare action plans and schedules to identify specific targets and to project the number of contacts to be made.
- Utilized telephone, online chat and email platforms to deliver outstanding customer service.
- Providing clients with all pertinent documentation.
- Pro-actively monitoring changes to various Immigration regulations.

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### **Process Executive, Integra Global Solutions, Coimbatore**

December 2011 to January 2013

Spearheaded organizational development efforts, incorporating macro-level business process enhancements.

- Inputted and submitted client information to facilitate speedy processing of paperwork.
- Supervised meetings to maintain interdisciplinary communication of process weaknesses and performance.
- Prepared accurate documents for customer and business needs.
- Answered telephone or online requests and completed interactions quickly to meet productivity goals.

### **Telecalling Executive, Spanco BPO, Coimbatore**

June 2011- November 2011

- Carried out day-to-day duties accurately and efficiently.
- Monitored company inventory to keep stock levels and databases updated.
- Managed team of employees, overseeing hiring, training and professional growth of employees.
- Learned new skills and applied to daily tasks to improve efficiency and productivity.