

JAMSEENA CP



PROFILE SUMMARY

A dedicated professional with diverse experience in administrative roles, customer service, sales, and teaching. Skilled in managing front-desk operations, providing exceptional customer support, and maintaining organized workflows. Committed to delivering excellence in every role, fostering positive relationships, and ensuring smooth daily operations. Adaptable and proactive, with a strong focus on professionalism and efficiency.

WORK EXPERIENCE

ADMIN CUM RECEPTIONIST, AEGON ACADEMY OF EDUCATION, ERNAKULAM, INDIA (NOVEMBER 2022 – DECEMBER 2024)

- Managed front-desk operations, including greeting clients, scheduling appointments, and handling inquiries efficiently.
- Maintained accurate records and coordinated administrative support for seamless academic operations.
- Oversaw documentation processes and ensured timely correspondence with stakeholders.
- Supported event planning and execution, contributing to a professional and organized environment.
- Utilized advanced communication and organizational skills to enhance daily operational efficiency.

RECEPTIONIST, NICE ENGLISH SCHOOL, KOZHIKODE, INDIA (FEBRUARY 2018 – JULY 2022)

- Delivered exceptional customer service by managing inquiries and coordinating parent-teacher communications.
- Handled student attendance records and maintained confidentiality of sensitive information.
- Assisted the administration team in organizing events and managing logistics.
- Effectively managed incoming and outgoing correspondence, ensuring smooth daily operations.
- Contributed to a welcoming and professional school environment for students and visitors.

SALES CUM CASHIER, CHOITHRAMS, DUBAI, UAE (NOVEMBER 2013 – APRIL 2015)

- Processed transactions accurately while delivering excellent customer service in a fast-paced retail environment.
- Maintained stock levels and ensured merchandise was displayed attractively to maximize sales.
- Resolved customer complaints promptly, ensuring high levels of satisfaction.
- Assisted with inventory management and loss prevention strategies.
- Cultivated positive relationships with customers and colleagues to promote a collaborative atmosphere.

CONTACT

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- Dubai, UAE

EDUCATION

- P.T.T.C**
English Medium
Kerala Ideal Educational Society,
Kozhikode, Kerala
Medium of Instruction: English
- B.A**
Hindi and History
The Zamorin's Guruvayurappan College,
Kozhikode, Kerala
Medium of Instruction: Hindi and English
- School**
GOVT. MODEL GANAPATH GIRLS HS
S, Kozhikode, Kerala
Medium of Instruction: English

SKILLS

- Administrative and organizational proficiency
- Front-desk management
- Customer service excellence
- Effective communication skills

- Time management and multitasking
- Cash handling and sales operations
- Record maintenance and documentation
- Event coordination and support
- Classroom management and teaching
- Problem-solving and adaptability

TECHNICAL SKILLS

- MS Office

LANGUAGES

- English
- Malayalam
- Hindi
- Tamil

TEACHER, PRIMARY CLASS, SAPPHIRE CENTRAL SCHOOL,
KOZHIKODE, INDIA (SEPTEMBER 2010 – AUGUST 2013)

- Delivered engaging lessons tailored to individual student needs, fostering a love for learning.
- Created and implemented age-appropriate teaching plans to achieve curriculum objectives.
- Monitored student progress and provided constructive feedback to encourage improvement.
- Maintained an inclusive and supportive classroom environment, promoting student participation.
- Collaborated with parents and colleagues to ensure holistic student development.

