

Jibira Kanhiralungal



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📍 Al Nahda, Sharjah

🇮🇳 India

👤 Profile

Dynamic and detail-oriented professional with over 5 years of versatile experience spanning retail supervision, customer relations and collections. Proven ability to manage operations efficiently, maintain client satisfaction, and handle administrative tasks effectively. A committed team player with a solid foundation in excellent communication skills in multiple languages.

🧠 Skills

Applications & Operating Systems

- Retail Operations & Inventory Management
- Customer Service & Client Relationship
- Data Entry & Administrative Support
- Billing & Barcode Verification
- Multilingual Communication (Malayalam, English, Tamil, Hindi)
- Tools: Microsoft Office (Word, Excel, PowerPoint)

🌐 Languages

Malayalam	● ● ● ● ●
Hindi	● ● ● ● ●
Tamil	● ● ● ● ●
English	● ● ● ● ●

🛂 Visa Status

Residence Visa, Cancelled

📁 Professional Experience

Assistant Supervisor, Shabab Al Madina Supermarket
2021 – present | Sharjah, UAE

- Supervise daily retail operations and team coordination
- Manage billing, inventory, purchase receiving, and barcode checking

Customer Relation Executive,
Shantibhavan Palliative Hospital

2020 – 2021 | Kerala, India

- Built strong client relationships and provided timely support.
- Managed appointment scheduling and customer communication.

Tele Caller (Collection Agent),
Roshan Management Service

2019 – 2020 | Tamilnadu, India

- Acted as a liaison between clients, creditors, and internal teams
- Followed up on overdue accounts and maintained records

Junior Software Tester, Alvaro Techno Solution

2017 – 2019 | Kerala, India

- Conducted manual and automated functional testing
- Prepared test cases and detailed reports using Selenium WebDriver

🎓 Education

B.Tech in Computer Science,
JCT College of Engineering and Technology
2017

Computer Science, 12th Grade VHSE
2013 | Kerala, India

Higher Secondary School - SSLC, GVHSS
2011 | Kerala, India

✍ Declaration

I hereby declare that the information provided above is true and correct to the best of my knowledge and belief.