



MINI RAJENDRAN

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ACADEMIC CREDENTIALS

- 2005 ● **B.COM**
- Kerala University
- 2002 ● **HIGHER SECONDARY**
- Board of Higher Secondary Examination, Kerala, India
 - Higher Secondary School, Nellimoodu
- 2000 ● **SSLC**
- Board of Public Examination, Kerala, India
 - St. Chrysostom's Nellimoodu

COMPUTER PROFICIENCY

MS Office ★★★★★
MS CIT ★★★★★
Tally ★★★★★

LANGUAGES KNOWN

English ██████████ 100 %
Malayalam ██████████ 85 %
Hindi ██████████ 100 %

DRIVING LICENSE DETAILS

Holder of valid **Indian** Driving License

Class of vehicle : FVG/MCWOG

PROFILE SUMMARY

Experienced professional with a B. Com degree and over **15 years** of expertise spanning Business Development, Client Relations, Secretarial roles, and Operations Management. Highly motivated and results-driven, with a proven track record in driving sales of new products and services, managing key accounts, leading teams, and optimizing operational workflows. Skilled at identifying growth opportunities, fostering strong client relationships, and implementing strategic initiatives to enhance efficiency and achieve organizational objectives.

KEY SKILLS

Team Work	Work Ethic	Marketing skills	Leadership
Organization skills	Time Management	Interpersonal ability	
Business intelligence	Flexibility	Sales skills	Hardworking
			Analytic Skills

EMPLOYMENT CHRONICLE

OPERATION MANAGER | Nov 2023– Present
MIZ EDU HOPZ, KATTAKADA

KEY RESPONSIBILITIES

- Developing and implementing business strategies and plans.
- Managing budgets and resources.
- Supervising staff and ensuring they are trained and motivated.
- Streamlining processes and improving efficiency.
- Ensuring quality control and high standards.
- Managing relationships with customers, suppliers, and partners.
- Analyzing data and making informed decisions.
- Identifying and mitigating risks.
- Implementing and enforcing policies and procedures.
- Continuously improving operations and seeking innovation.
- Managing projects and initiatives.
- Coordinating with other departments (e.g., sales, marketing, finance).
- Overseeing maintenance and repairs of equipment and facilities.
- Ensuring safety protocols are in place.
- Developing and managing budgets and forecasts.
- Conducting performance reviews and evaluations.
- Identifying opportunities for growth and expansion.

BUSINESS DEVELOPMENT EXECUTIVE | May 2020 – Sep 2023
NAFAS FOODS AND CHEMICALS TRADING PVT. LTD.MUMBAI

KEY RESPONSIBILITIES

- Familiarized myself with all products and services offered by the company.
- Procured new clients through direct contact, word-of-mouth, and collaboration with the marketing department.

PERSONAL STRENGTHS

- **COMMUNICATION** - Interpersonal skills – verbal, problem solving and listening skills in any administrative role.
- **SERVICE** - Having a customer focused approach Skills include Patience, Attentiveness and a positive language.
- **ORGANIZATION** - Helping others, organizing a to-do list. Prioritizing tasks by the deadline for improving time - management.
- **MANAGEMENT**- Management skills to direct others and review others performance.

PERSONAL DOSSIER

Gender : Female
Date of Birth : 07/06/1984
Nationality : Indian
Marital Status : Married
Permanent Address :
RaghavaVillasom
Mukkampalamoodu
Naruvamoodu, PO-695528,
Trivandrum, Kerala, India

PASSPORT & VISA DETAILS

Passport No : U7051711
Date of Expiry : 03-02-2030
Place of Issue : Trivandrum
Visa Status : Visit visa

INTERESTS



Music



Travelling



Reading



Dancing

REFERENCE

- Available upon request

- Maintained meaningful relationships with existing clients to ensure their retention.
- Suggested upgrades or additional products and services that may have been of interest to clients.
- Negotiated with clients to secure the most attractive prices.
- Equipped staff with the technical and social skills needed to enhance sales
- Worked quickly to address and resolve customer issues.
- Created strategies and worked with clients to boost their brand.

CLIENT RELATION OFFICER | Apr 2014 - Feb 2020

POLINSYS PVT LTD AS CLIENT RELATION OFFICER, PATTOM

KEY RESPONSIBILITIES

- Build long-term relationships with clients and customers.
- Encourage high-sales and good customer service practices.
- Help promote and maintain a positive company image.
- Become familiar with the competition to stay ahead of them.
- Create and enforce plans that will help meet the needs of customers.
- Notify the sales team of new sales and cross-selling opportunities.

SECRETARY | Apr 2013 - Feb 2014

COLORFUL FILMS INDUSTRIAL CO-OPERATIVE SOCIETY, VAZHUTHACAUD

SECRETARY | Nov 2006 - Nov 2011

KANEMATSU CORPORATION, KUWAIT

KEY RESPONSIBILITIES

- Prepare and update General Ledger, Day Book, and Minutes book.
- Keep a record of the Organizations activities.
- Administer the cash.
- Given files have been updated & approved.
- Coordinated board and committee meetings, Including schedules, Information preparation and distribution.
- Obtained signatures for financial documents and internal and external invoices.
- Oversaw daily office operations for staff of employees.
- Confirm legal requirements and retrieving relevant documentation.
- Answer phone calls and redirect them when necessary.
- Manage the daily/weekly/monthly agenda and arrange new meetings and appointments.
- Prepare and disseminate correspondence, memos and forms.
- File and update contact information of employees, customers, suppliers and external partners.
- Support and facilitate the completion of regular reports.
- Develop and maintain a filing system.
- Check frequently the levels of office supplies and place appropriate orders.
- Make travel arrangements.
- Document expenses and hand in reports.
- Undertake occasional receptionist duties.

DECLARATION

I hereby declare that the above-mentioned information is true and I bear the responsibility for the correctness of the above-mentioned particulars.