



# 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  
Malayalam  
Hindi

## PASSPORT & VISA DETAILS

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

## 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 – Jan 2025

MIZ EDU HOPZ, KATTAKADA

### KEY RESPONSIBILITIES

- Developed and implemented business strategies to drive growth and operational efficiency.
- Managed budgets, financial forecasts, and resource allocation for optimal performance.
- Supervised and trained staff to enhance productivity and maintain high standards.
- Streamlined processes to reduce costs and improve workflow efficiency.
- Ensured compliance with quality control measures and company policies.
- Built and nurtured strong relationships with customers, suppliers, and stakeholders.
- Conducted data analysis to make informed business decisions and improve performance.
- Identified risks and implemented mitigation strategies to ensure business continuity.
- Coordinated with sales, marketing, and finance teams to align business objectives.

**BUSINESS DEVELOPMENT EXECUTIVE** | May 2020 – Sep 2023

NAFAS FOODS AND CHEMICALS TRADING PVT. LTD. MUMBAI

### KEY RESPONSIBILITIES

- Gained in-depth knowledge of company products and services to drive sales.
- Prospected and acquired new clients through direct outreach and referrals.
- Maintained and strengthened relationships with existing clients for retention.
- Recommended product upgrades and additional services to meet client needs.
- Negotiated pricing and contract terms to secure profitable deals.
- Trained sales staff in technical and interpersonal skills to enhance performance.
- Addressed customer concerns promptly to ensure satisfaction and loyalty.
- Developed strategic initiatives to enhance client brand presence and market growth.

## 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.

## INTERESTS



Music



Travelling



Reading



Dancing

## REFERENCE

- Available upon request

### CLIENT RELATION OFFICER | Apr 2014 - Feb 2020

POLINSYS PVT LTD AS CLIENT RELATION OFFICER, PATTOM

#### KEY RESPONSIBILITIES

- Established and maintained long-term relationships with clients.
- Provided expert guidance on immigration laws, visa processes, and requirements.
- Assessed client eligibility for various immigration programs.
- Assisted clients with application preparation and documentation compliance.
- Conducted client interviews to collect necessary information.
- Kept up-to-date with changes in immigration laws and regulations.
- Educated clients on their rights, responsibilities, and immigration processes.
- Managed multiple client cases efficiently, ensuring timely processing.
- Resolved client issues and provided alternative solutions when necessary.

### SECRETARY | Apr 2013 - Feb 2014

COLORFUL FILMS INDUSTRIAL CO-OPERATIVE SOCIETY, VAZHUTHACAUD

#### KEY RESPONSIBILITIES

- Maintained accurate records of cooperative activities, including minutes and resolutions.
- Handled internal and external communications, ensuring timely responses.
- Managed filing and safekeeping of membership forms, financial records, and legal documents.
- Organized and scheduled board meetings, AGMs, and special meetings.
- Prepared and distributed meeting agendas in advance.
- Oversaw the registration process for new members, ensuring documentation completion.
- Maintained financial records to ensure transparency and accountability.
- Acted as an official signatory for society documents and contracts.
- Managed day-to-day office operations, including supplies and administrative tasks.
- Ensured all organizational policies and procedures were documented and updated.

### COMPANY SECRETARY | Nov 2006 - Nov 2011

KANEMATSU CORPORATION, KUWAIT

#### KEY RESPONSIBILITIES

- Maintained accurate records of organizational activities and financial transactions.
- Administered cash management and ensured timely approvals of financial files.
- Coordinated board and committee meetings, including scheduling and document distribution.
- Obtained signatures for financial documents and managed invoice processing.
- Supervised daily office operations and supported administrative staff.
- Ensured compliance with legal requirements and maintained proper documentation.
- Managed phone communications, redirecting calls and handling inquiries professionally.
- Scheduled and organized daily, weekly, and monthly agendas for meetings and appointments.
- Assisted in the preparation and completion of regular reports.
- Monitored office supply levels and placed orders as needed.
- Coordinated travel arrangements and documented expense reports.
- Provided receptionist support when necessary.
- Ensured smooth office operations, managing filing systems and office supplies.
- Handled confidential information with professionalism, ensuring data security.

## DECLARATION

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

MINI RAJENDRAN