

RIJILRAJ THEKKARAKATH

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SUMMARY

Dedicated supervisor with 6+ years of experience in customer service, scheduling, and administrative support. Proven track record of enhancing office efficiency and delivering exceptional service. Successfully managed high-volume phone lines and visitor interactions.

WORK EXPERIENCE

Al Mozn United, Salmiya, Kuwait Jan 2023 - Jan 2025

- Led a team of 25 employees, improving production efficiency by 18% through process optimization and resource allocation
- Operating a POS system to accurately ring up orders, handle cash, credit cards, and debit cards
- Microsoft Office Suite (Word, Excel, PowerPoint, Outlook), Google Workspace (Docs, Sheets, Slides),
- Managed the front desk during peak hours, greeting and directing over 150 visitors daily.
- Audited quality, maintaining standards and certifications
- Conducted performance evaluations and provided coaching, increasing team productivity

Agri Rural Lending Sales, Axis Bank, Kozhikode, India Jan 2019 - Feb 2020

- Managed portfolios and projects Helped develop tailored services for specific clients
- Built and maintained relationships with customers and stakeholders
- Served as a liaison between business and service departments

Credit Sales, Bajaj Finance Limited, Kozhikode, India Mar 2017 - Jan 2019

- Lead generation, customer interaction, product explanation, application processing, and ensuring sales targets are met while adhering to company policies and regulations

EDUCATION

Higher Secondary Education 2011 - 2013

Kerala HSE Board
Technical Higher Secondary School, Thiruthiyad, Kozhikode

Secondary Education 2006 - 2011

Kerala State Board
St. Joseph's Boys Higher Secondary School, Silk Street, Kozhikode

ADDITIONAL INFORMATION

- **Technical Skills:** Project management, MS Office (Word, Excel and PowerPoint)
- **Languages:** English, Hindi, Malayalam and Tamil
- **Other Skills:** Drawing, sketching, digital art and design

Yours faithfully,
RIJILRAJ T