

# SHIJI PRADEEP

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## PROFESSIONAL SUMMARY

Dynamic manager with a proven track record at Kerala steels, excelling in guest service and a quality control. Skilled in negotiation and critical thinking, I fostered employee engagement and established strong relationships, enhancing operational efficiency. Proficient in Tally, I effectively resolved customer complaints, ensuring satisfaction and loyalty.

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## SKILLS

Management skill

Tally

Digital marketing

Report writing and presenting

Critical thinking skills

Excellent communication skills

Strong interpersonal skills

Proactive and self-motivated

Exceptional organisational skills

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## PROFESSIONAL EXPERIENCE

**Kerala steels**

**Feb 2020 - Jan 2025**

**Manager**

- Delivered excellence in guest service and quality control of operations to attain company missions
- Established fruitful working relationships with employees, management and vendors.
- Fostered positive work environment promoting employee engagement.
- maintained open communication channels with organization

**Kerala State Electricity Board**

**Nov 2011 - Mar 2015**

**Senior Assistant**

- Greeted visitors upon arrival at office and guided them to appropriate meeting locations if required.
- Created presentations using power point or other software tools as needed for meetings or conferences.
- Answered incoming calls and directed them to appropriate personnel or departments
- Assisted in preparation of monthly financial statements by collecting relevant financial data.
- Resolved customer complaints with answers and solutions to problems

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## EDUCATION & CERTIFICATIONS

**Bachelor of Commerce**

Calicut University

**Tally**

## LANGUAGES

**English**

**Malayalam**