

SHIJI PRADEEP

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PROFESSIONAL SUMMARY

Dynamic manger 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 relationship ,enhancing operational efficiency .proficient in tally, I effectively resolved customer complaints , ensuring satisfaction loyalty.

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

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 Assisstant

- Greeted visitors upon arrival at office and guided then 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

EDUCATION & CERTIFICATIONS

Bachelor of Commerce
Calicut University

Tally

LANGUAGES

English

Malayalam