

# ROBINS M JAMES

## OFFICE ADMIN / OPERATIONS CORDINATOR

+919947297501 @ robinsmjames@gmail.com

### SUMMARY

I am a seasoned logistics coordinator and office administrator with over 10 years of experience in the logistics and e-commerce industry, complemented by over 15 years in office management. My expertise is recognizing revenue-driving opportunities, building robust professional relationships, and leading diverse teams. I excel in communication and have earned accolades for my commitment and performance in various roles.

### EXPERIENCE

#### Franchise Manager

##### DTDC Courier and Cargo

01/2014 - 11/2024 Kannur, Kerala

##### Franchisee Manager

Offering 10+ years of Administration and Management experience in Logistic (courier) and ecommerce industry

An effective communicator with exceptional relationship management skills with the ability to relate to people at any level of business and management.

Recognizing revenue-driving opportunities and building professional relationships.

#### Document Controller

##### Dubai Properties

02/2011 - 12/2011 Dubai

Documentation role in real estate sector

- Document controller ensuring proper documentation processes. Customer Support and call allocation to the technicians

#### Operations Engineer

##### Thomson Reuters

07/2009 - 07/2010 New Delhi, India

- Lead a team of seventy members including offline and online legal editors, software developers, technical support staff, and marketing team.

Operations role involving engineering tasks for legal services

- Served as an operations engineer in a leading information services company.

#### System Administrator

##### Indlaw Communications Private Limited

05/2006 - 06/2009 New Delhi, India

Responsible for IT solutions and management

- system administrator managing IT systems and applications.

### EDUCATION

#### Bachelor's Degree in Economics

##### Kannur University

09/2000 - 05/2003 Kerala



### CERTIFICATION

#### Hardware and Networking

Hardware and Networking from Cetus Information Technology and Solutions Private Limited

#### MCSA

MCSA (2003) from Indian Institute of Hardware Technology (IIHT), Bangalore

#### CCNA

CCNA Certification from CMS, Bangalore

#### Redhat Linux

Redhat Linux Completed from India Options Cochin

### KEY ACHIEVEMENTS

#### Extra Mile Award

Extra mile award for dedicated support to Indlaw & Westlaw India From Tony Kinnear. Senior Vice President. - Asia .Thomson Reuters Legal.

### LANGUAGES

#### English

Advanced



#### Hindi

Proficient



#### Malayalam

Native



#### Tamil

Advanced



### SKILLS

#### Quick Learner

Excellent communication skill . Team player

Leadership and Team management

Supply Chain Knowledge

Customer-Oriented