

AMAL RAJ



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PROFESSIONAL SUMMARY

Experienced operations professional with 2 years of experience in the field of operations. Dedicated and committed to growing and expanding businesses and have a proven track record of success. Hold knowledge of business practices, prioritize strong communication skills to delegate tasks and lead employees effectively. Developed analytical and evaluation skills to make the best managerial decisions.

SKILLS

Expertise operating procedures, management, organizational, leadership, business and economic knowledge both in technical and practical. Excellent communication skill including written, oral, interpersonal and personal. Customer service skills, Strong decision making, critical thinking, evaluation and analytical skill, data analysis, adaptability, accuracy, confident, innovative, reliable, responsible, MS Excel, MS Powerpoint, MS Word.

WORK EXPERIENCE

Operations Executive – April 2021 to July 2022

Lulu International Shopping Mall Pvt. Ltd

- Supervise suppliers and vendors related to facility management, Managing the stationeries for the smooth operation of the department.
- Maintain high quality property standards through daily checks and periodic preventive maintenance. Reports all dangerous occurrences and incidents and assist the team in preparing incident reports in excel.
- Manage tenant shops operational compliance through regular audits, surprise visits and highlight any non-compliance to the management. Organizing and coordinating for the department members trainings and other events.
- Day-to-day responsibility for all loyalty and operations communications for mall, to both consumers and retailers. Preparing duty roasters as per manager's instructions. Managing the petty cash under close supervision of the manager.
- To communicate with upper management to develop strategic operations goals. Maintaining the operational files and records at the departmental level.
- Work effectively with internal departments for brands and operations communications to ensure optimum business effectiveness and information is communicated around a new store openings, launches, events, changes to procedures, retailer newsletters.
- Assists manager in efforts to reach operational goal, performance, and customer service goals. Resolve problems and determine appropriate courses of action, which are then reported to the immediate head.
- Handling of mall information desk, Customer relationship management through phone calls, mail communications and follow-ups. Coordinates lulu premium membership program.

Operations Internship – September 2019 to February 2020
Reliance Trends Pvt. Ltd

- Analyses the day to day operations of the store.
- Build business by identifying and maintaining relationships and customer compliance clearance.
- Promoted efficiency by implementing improved operational procedures.
- Ensuring adherence to company procedures and policies.
- Maintaining and analyzing all operational data and monitoring product inventories.

ACADEMIC HISTORY

Masters in Business Administration (2019-2021)

Completed MBA in Operations and Marketing from Marian International Institute of Management, India (CGPA: 6.23).

Bachelor of Computer Applications (2016-2019)

Completed BCA from Mahatma Gandhi University, India (CGPA: 7.37)

ACHIEVEMENTS

- Collaborated with team and have won awards for Lulu programs.
- Got appreciations mails from the top management levels and customer's side.
- National Service Scheme Volunteer at Degree Level.
- Actively engaged in coordinating the South India's biggest national level management fest Caligo 2k19, conducted by Marian International Institute of Management.
- Acted as a Placement Readiness Enhancement Program (PREP) trainer conducted by Marian International Institute of Management.

LANGUAGES

English – Full Professional Proficiency
Malayalam - Full Professional Proficiency
Hindi - Full Professional Proficiency
Tamil - Professional Working Proficiency

PERSONAL DETAILS

Date of Birth: 11/11/1997
Gender: Male
Marital Status: Unmarried
Nationality: Indian
Address: International City, Dubai, United Arab Emirates

VISA STATUS

Visiting Visa Valid Till 7th January 2023