



## Ajith NS

**Date of birth:** 10/01/1994

**Nationality:** Indian

**Gender:** Male

## CONTACT

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## ABOUT ME

Dynamic and results-oriented Customer Relationship Executive with a Master of Business Administration (MBA) degree and experience in managing and enhancing client relationships. Proficient in delivering exceptional customer service and implementing strategies to drive customer satisfaction and loyalty. Adept at developing and executing tailored solutions to meet client needs while ensuring business objectives are met. As an experienced Customer Relationship Executive with an MBA degree, my unique combination of education and experience positions you as a strategic asset to your organization. My ability to analyze and understand the market, coupled with your customer approach, enhances client satisfaction and ultimately contributes to the success and growth of the business.

## WORK EXPERIENCE

● **08/08/2018 – CURRENT** India

● **Vice Principal** Jawaharlal Nehru Institute of arts and science

- Assist the Principal in providing academic leadership and guidance to the institution.
- Help in the development and implementation of academic programs, curriculum, and assessment strategies.
- Oversee day-to-day administrative operations to ensure the smooth functioning of the institute.
- Manage and supervise various administrative staff and departments.
- Collaborate with other senior administrators to make decisions about resource allocation, facilities, and infrastructure.
- Promote a positive and inclusive learning environment for students.
- Handle student disciplinary matters, counseling, and other student-related issues.

● **13/01/2017 – 02/08/2018** India

● **Airline security officer** Jet Airways Private Limited

- Conduct security screening of passengers, carry-on baggage, and checked luggage using X-ray machines, metal detectors, and other screening equipment to detect prohibited items, weapons, and explosives.
- Control and monitor access to restricted areas of the airport, such as secure boarding gates, airport facilities, and aircraft to prevent unauthorized entry.
- Verify the identity of passengers, employees, and visitors by checking identification documents, boarding passes, and security clearances.
- Conduct inspections of aircraft, cargo, and airport facilities to ensure compliance with security regulations and protocols.
- Employ behavioral analysis techniques to identify suspicious behavior and individuals who may pose a security threat.

## EDUCATION AND TRAINING

● **2014 – 2016** Kerala, India

● **MBA HR & MARKETING** Kerala University

● **2011 – 2014** Kerala, India

● **BBA** MG University

● **2009 – 2011** Kerala, India

● **Higher Secondary** Higher Secondary Exam board

## LANGUAGE SKILLS

**MOTHER TONGUE(S):** Malayalam

**Other language(s):**

English

Listening C2

Reading C2

Writing C2

Spoken production C2

Spoken interaction C2

*Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user*

## DIGITAL SKILLS

MS Office | Windows | Microsoft Word | Microsoft Excel

## ADDITIONAL INFORMATION

### Additional Information

#### Key Skills

- Customer Interaction
- Inquiry Handling
- Problem Resolution
- Documenting Interactions
- Cross-selling and Up selling
- Customer Education
- Team Leading
- Time Management
- Organizational Skills
- Supervision

#### Achievements

- Joined as Assistant Professor in department of management studies 08/08/2018
- Got promotion as head of the department of management studies on 01/06/2022
- Got promotion, as vice principal of Jawaharlal Nehru Institute of arts and science from 16/05/2023

#### Declaration

I hereby declare that all the details mentioned above are in accordance with the truth and fact as per my knowledge and I hold the responsibility for the correctness of the above-mentioned particulars.

**Ajith NS**