



# SINTO JOHN

## PROFILE

**MBA in HR & Administration with 3+ years of Experience in Operations, HR, Customer Care, & Sales Team Leadership.** Proven track record in streamlining Administrative processes, enhancing customer satisfaction, and managing multidisciplinary teams. Dedicated to improving services delivery and operational excellence.

## WORK EXPERIENCE

### CUSTOMER CARE EXECUTIVE

NOV-2022-DEC-2023

S.H MEDICAL CENTRE, INDIA

- Assistance and Support
- Appointment Scheduling Record
- Management Communication and coordination
- Feedback and Complaint Handling

### OPERATIONS & MANAGEMENT

MAY-2020-AUG-2022

SNEHASADHAN CHARITABLE CARE HOME, INDIA

- Strategic planning & leadership
- Management and overseeing daily operations
- Employee recruitment, training, performance appraisal
- complaints & risk management

### HR EXECUTIVE TRAINEE

NOV-2019-MAR-2020

BELIEVERS CHURCH MEDICAL COLLAGE HOSPITAL, INDIA

- Help with recruitment & staffing
- Training & onboarding
- Sales process optimization
- Employee records management
- Appraisals for staffs

### Sales Team Leader

JAN-2015-NOV-2016

HELLO 4 MOBILES

- Performance monitoring
- Customer relationship management
- Sales process optimization

## CONTACT

+971 523377496

sintojohn15@gmail.com

Dubai, Satwa (on visit)

Nationality :- India

## EDUCATION

2017-2019

BARATHIYAR UNIVERSITY

- M.B.A in HR & Administration

2014 - 2016

M.G UNIVERSITY

- B.com (Finance & Taxation)

2009- 2011

M.G UNIVERSITY

- XI Commerce

- Tally ERP 9
- Microsoft Excel
- Data Entry
- Microsoft Word

## LANGUAGES

- English (Fluent)
- Hindi (understandable)
- Malayalam (mother tongue)
- Tamil (Fluent)

## SKILLS

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- Project Management
- Public Relations
- Teamwork
- Time Management
- Leadership
- Effective Communication
- Critical Thinking

## REFERENCE ( Previous Employers )

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### S H MEDICAL CENTRE

*HR DEPARTMENT*

Phone: +91 481 256 2239

Email : hrshmedicalcentre@gmail.com

### SNEHASADAN CARE HOME

*Fr. Siby Kaitharan -DIRECTOR*

Phone: +91 8921865690

Email : sibykaitharan@gmail.com

### BELIEVERS CHURCH MEDICAL COLLAGE

*Mr.Santhosh HR Manager*

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