

CONTACT

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📍 UKKEN HOUSE, DONBOSCO
ROAD, KURIACHIRA
THRISSUR 680006

SKILLS

Web Technologies

HTML/HTML5 | CSS/CSS3 |

PHP | JAVASCRIPT

Design Technologies

Figma | Adobe Xd | Illustrator

Additional Skills

Customer service

Logistics skills

Video editing

Digital Marketing –

SEO & SME

EDUCATION

UNIVERSITY OF SALFORD

MSc, Procurement, Logistics,
and Supply Chain

Management

2020 - 2021

BHARATHIAR UNIVERSITY

MBA, Human Resource
Management

2017 - 2019

IGNOU UNIVERSITY

BA, English

2014 - 2019

THEJUS ENGINEERING COLLEGE

B.TECH, Computer Science
Engineering

2012 – 2016

ANTONY JOSEPH

A dedicated customer service professional with a proven track record of delivering exceptional experiences. Experienced in handling inbound and outbound calls, addressing inquiries promptly and accurately across various channels. Committed to upholding confidentiality, data security, and compliance standards. Skilled in managing queues, enforcing safety guidelines, and ensuring customer satisfaction. Ready to contribute my expertise to your team.

WORK EXPERIENCE

CUSTOMER SERVICE ASSISTANT

2023 JAN- 2024 JAN

FREIJ WORLD ATTRACTIONS, LIVERPOOL

- Provided exceptional visitor experiences, warmly welcoming, and assisting guests.
- Efficiently sold tickets, managed queues, and enforced safety guidelines.
- Handled cash transactions, maintained cleanliness standards, and assisted visitors with special needs.

LOGISTICS EXPERIENCE

2020 NOV-2022 DEC

Worked as Food Production Operative, Order Picker, fulfilment associate, and Parcel Sorter in companies Baker & Baker, Tj Morris, Amazon, Hermes respectively.

- Loaded ingredients, managed inventory, and optimized efficiency in distribution.
- Demonstrated multitasking skills in a warehouse environment.
- Operated machinery and ensured the smooth movement of goods.
- Maintained attention to detail and adherence to safety protocols.

IT MANAGER

2017 JAN-2020 JUN

TATA CONSULTANCY SERVICES, THRISSUR

- Organized and managed test activities, prioritising integrity and security.
- Implemented disciplinary measures to ensure the testing process's integrity.
- Enforced stringent security measures and protocols, safeguarding sensitive data.

