###### *Curriculum vitae*

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###### *Gopuraj P H*

**Email: gopuraj.ph@gmail.com**

**Mobile: +91 6282584610**

**Trivandrum, Kerala, India**

# CAREER SUMMURY

A highly motivated and results-driven professional with extensive experience in managing and mentoring a vast range of operational departments. Ability to lead teams and coordinate innovations, as well as recognized to troubleshoot problems through detailed analysis and intelligent solutions.

# RELEVANT EXPERIENCE

* **COMPANY: ZENOYA TECHNOLOGIES**

Opposite Vizhinjam Police station, KSRTC Road,

Vizhinjam, Trivandrum 695521

Tel: +91 8714362734

Email: mail@zenoya.co.in

**Position: Manager**

**Duration: 5 years (January 2019 – Present)**

**Work Description**:-

Lead, direct, organizing, guiding and perform planning for teams as well as managing the company’s overall operations. Responsible for developing and overseeing a smooth, effective sales process of the organization to ensure goals and objectives are achieved

**Roles and Responsibilities**

* Refine, streamline and implement sales strategy.
* Track long term sales data.
* Preparing and sends quotations.
* Responding to clients and leads.
* Getting accurate, real-time visibility of team performance.
* Collaborate with our marketing team to implement effective sales floor promotions.
* Assist marketing teams in determining customer outreach methods.
* Monitor and assist with customer retention.
* Planning and managing daily operations.
* Visiting and inspecting work sites to analyze the project progress.
* Delegating responsibilities and supervising business operations.
* Monitoring store activity and ensuring it is properly provisioned and staffed.
* Generating reports and presenting information to upper-level management.
* Maintaining a clean, tidy business, ensuring that signage and displays are attractive.
* Resolving conflicts or complaints from customers and employees.
* Ensuring staff members follow company policies and procedures.
* Monitor vendor invoices and look for ways to reduce product costs
* Hire, train and maintain an active and productive sales force.
* **COMPANY: Europcar, Dubai Rent A Car Co L.L.C.**

**Position: Operations In charge**

**Duration: 01 years (March 2017 – October 2018)**

**Work Description**:-

Responsible for directing, managing, coordinating, planning & overseeing tasks and making strategy decisions. Optimize day-to-day activities and streamline workflows to enhance profitability. Analyze and improve operational processes, identifying areas for enhancement and implementing strategies to increase productivity and efficiency. Finding new business opportunities and develop company’s business in the region. Resolve and coordinate operational issues and functions.

**Roles and Responsibilities**

* Day wise planning based upon daily reservation/booking load.
* Identifying operational issues, potential problems and opportunities.
* Develop, implement and review operational policies and procedures.
* Ensure all legal and regulatory documents are filed and monitor compliance with laws and regulations.
* Controlling and maintaining safety and quality standards.
* Planning and scheduling duty, day offs and annual leave of staffs & drivers.
* Monitoring staff attendance and punctuality.
* Controlling and approving overtime of staffs and drivers.
* Work with the board of directors to determine values and mission, and plan for short and long-term goals.
* Identify and address problems and opportunities for the company.
* Listening to client requirements and presenting appropriately to make sales.
* Resolving and managing queries and complaints courteously and efficiently.
* Acting as a contact between a company and its existing and potential markets.
* Representing the organization at trade exhibitions, events and demonstrations.
* Negotiating on terms of agreement, price, costs, delivery and specifications with customers and client managers.
* Meeting existing clients & customers in order for clearing their outstanding bills & payments.
* Arranging for the induction and training off all new staff.
* Appraising staff performance and also taking disciplinary measures when required.
* Support worker communication with the management team.
* **COMPANY: Europcar, Dubai Rent A Car Co L.L.C.**

**Position: Operations Supervisor (Etihad Airways Chauffer Service)**

**Duration: 03 year (July 2014 – March 2017)**

**Work Description:-**

Supervised and Coordinated Etihad Airways Business class & First class passenger’s arrival & departure chauffer transfers and wide range of operational communications. Provided operational supports in both departure and arrival events for Etihad Chauffeur Service. Follow ups of guest services. Daily Reports of day to day transactions. Resolving the client’s quarries. Monitoring and reviewing the performance of the day and reporting it to top management. Conducted counter sales and reservations while also ensuring their accuracy, quality and integrity.

**Roles and Responsibilities**:

* Closely monitoring & documenting day wise reservations and bookings
* Tracking and monitoring fleet movements using fleet management system.
* Tracking and monitoring driver’s login & punctuality.
* Monitoring and scheduling the entire fleet’s routine service and maintaining the service records.
* To follow up the vehicles send for routine services and accident repairs.
* Monitoring and controlling the fleet’s fuel consumption.
* Making sure that all transport fleet vehicles are properly cleaned and maintained.
* Attending customer calls and assisting them for their queries.
* Visit and inspect chauffeur reservations and movements at AUH International airport and hotels.
* Supervising and controlling airport coordinators and reservation executives.
* Arranging outsourced chauffeurs on necessary.
* Using a consultative sales approach to develop long-term customer relationships.
* Developing close customer relations through on-site and customer visits.
* Keeping accurate records of all sales and prospecting activities.
* Managing multiple customer accounts simultaneously.
* Apply permits for new drivers and vehicles and periodically renewing the permits of existing drivers & fleet.
* **COMPANY: Europcar, Dubai Rent A Car Co L.L.C.**

**Position: Operations Executive (Emirates Airways Captain’s Chauffer Service)**

**Duration: 02Month (Apr 2014 – June 2014)**

**Work Description:-**

To supervise and Coordinate Emirates Airways captain’s (pilot) pick-up & drop- off and wide range of operational communications.

**Roles and Responsibilities**:

* + - Creating and dispatching chauffer bookings.
    - Closely monitoring chauffer movements.
    - Tracking and guiding chauffer using GPS.
    - Attending client calls, emails and queries.
    - Documenting day wise passenger transfers.
    - Scheduling fleet vehicle’s routine services.
    - Controlling the overtime of chauffer drivers.
* **Company: M-SQUARED Software & Services (p) Ltd**, M-Squared Building,

Technopark Campus, Trivandrum, Kerala, India

Phone: 0471- 4084000, Fax: +91-471-3042581,

Email: m2india@m2comsys.com

**Position: Software Programmer**

**Duration: 06 Months (January 2013 – July 2013)**

**Work Description**:-

Worked as C# .Net programmer in developing windows based and web based applications, developing websites as per the client’s need.

* **COMPANY: New Tech Technologies** Opposite Chaithanya Hospital,

TC 13/291, Saphalyam Nagar, Pattom P.O, Trivandrum, Kerala, India

Phone: 0470-4010017

**Position: Service Support Engineer**

**Duration: 2 Years (August 2010 – October 2012)**

**Work Description**:-

Responsible for managing aftersales service and providing technical support, including identifying issues with their subsequent resolutions. Made use of helpdesk systems to prioritize work-load and update queries and calls.

**Roles and Responsibilities**:

* Supervised and performed installation of new IT network equipment and system software.
* Assisting the service personnel including both hardware and software supports.
* Resolve customer issues and answer queries about products and services.
* Deliver outstanding customer service and provide consumers with an overall positive store experience.
* Develop a client book and repeat customers by establishing relationships with recurring shoppers.
* Sell retail products to walk-in customers inside of company stores.
* Lead efforts to drive sales revenues, meeting or exceeding sales quotas.
* Process store transactions and assist cashiers with boxing, packaging and wrapping.
* Assist marketing staff with store setup, merchandising, sales displays and general marketing materials.

**EDUCATION**

* **Professional Diploma in Logistics & Supply Chain Management** (Approved by Govt. of India STED Council)-Mithra Institute of Management Studies, Kazhakuttom, Thiruvananthapuram, Kerala (2021).
* **Master’s in Business Administration(Production & Operations Management + HR)** – Swami Vivekananda Subharti University, Meerut, India (2020)
* **Post-Graduation in Computer Science** – University of Kerala, India (2010) Course completed.
* **Graduation in Computer Science** - University of Kerala, India (2007).

### PROFESSIONAL SKILLS

* Managed & Supervised various projects for the installation office automation systems, surveillance cameras, computer networking (LAN), biometric & RFID operated security systems on behalf of Zenoya Technologies. Provided technical support to the customers for the installation and trouble shooting of various computer software and hardware. Conducted sales and servicing of retail software applications and hardware devices.

**Highlights:**

* Act as a consultant and offers solutions for customers' problems.
* Provide prompt and accurate feedback to customers
* Prioritize and manage the workflow.
* Maintain procedural documents and reports.
* Follow standard procedures to resolve issues by connecting them to relevant internal departments.
* Document technical knowledge in the knowledge database.
* Support the roll-out of new devices and applications.
* Attended training on Logistics & Supply Chain Management. And has done a project for the award of the Professional Diploma in Logistics & Supply Chain Management based on the client’s enquiry for the commodities necessary for the fulfillment for their new oil field project which was about to start and the steps taken to ensure the delivery of the commodities on time. Which goes through all the trading & shipment procedures such as enquiring, quoting, freight forwarding, costing, invoicing, and creating packing lists & delivery notes in order carryout the trading process, as to fulfill the requirements of the client

**Highlights:**

* + - Training attended for port & customs clearance, forwarding formalities and documentation.
    - Training attended for freight forwarding procedures and operations.
    - Prepare and follow-up inquires quotations and documents like invoicing, delivery notes.
    - Knowledge on Air, Sea, and Land Import/Export required documents.
    - Knowledge about Import/Export Foreign Trade Terms.
    - Have knowledge about Customs Documentation.
    - Understanding about receiving shipments and establishing documents legalizations.
    - Knowledge about warehouse Operations, IN-OUT frequencies’ calculations.
* Managed and supervised premium passenger transportation service for various international events and conferences which were held in UAE(for Etihad airways, Etihad HALA, ADCB Bank, Air France, KLM & Delta Airlines, Air Seychelles, Lufthansa and several other leading airlines companies on behalf of Europcar-Dubai, by offering world class luxury passenger transportation services.

**Highlights:**

* + - Ensure management and employee’s full understanding of business needs, tracking progress towards goals.
    - Oversaw 150+ employees, ensuring consistency across policies, procedures, and operating standards in assigned territory.
    - Worked closely with the key personals and management to provide high quality strategic leadership, implementing plans and policies throughout the specified territory.
    - Provided operational direction and developed team work utilizing sound operating principles to attain regional short term and long term financial and operational goals.
    - Reviewed daily performance schedule with practice managers, determining methods for cost reduction, revenue increase and improved overall performance.
    - Assisted advertising, marketing and sales programs including economies of scale, allocate resources across customers and revenue.
    - Engage high level negotiations, generating lucrative contracts and build beneficial partnerships with clients via regular, productive communications.
    - Ensure all legal and regulatory documents are filed and monitor compliance with laws and regulations.

### SOFTWARE PROFICENCY

* Armada (ERP System)
* CABMAN/FLEETMAN (Fleet Management System, Dubai Technologies)
* MS Office (Proficiency in Excel/Word/PowerPoint).
* Adobe Photoshop
* Adobe Illustrator

**Personal Profile**

Name : GOPURAJ.P.H

Gender : Male

Date of Birth : 8th September 1986

Marital Status : Married

Nationality : Indian

Driving License : KL22 20080002110 (LMV/MCWG) INDIA

Passport No : U9723065

Languages : English, Hindi and Malayalam

**REFERENCES**

**Mrs. Noufal Sharafudeen (Managing Director)**,

ZENOYA TECHNOLOGIES, Opposite Vizhinjam Police station, KSRTC Road,

Vizhinjam, Trivandrum 695521

Tel: +91 9744106374

Email: mail@zenoya.co.in

**MY OUT LOOK**

"*Perseverance - drives the work force*". Determination is my forte. I enjoy working in-groups and adopt an open mind when trying to solve problems. Although the years I have been focusing on strengthening my competencies to be a match winner. I believe in perfection and performance with quality. In the light of challenges and garnish Globalization. I strive to make fruitful the *vision, mission* and *objective,* of the organization with which I am associated. I see myself as a positive addition to a company work force.

**(GOPURAJ.P.H)**