

**RAJESH KUMAR JR**

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## **PROFESSIONAL SUMMARY**

To be a vital member in a Team of an Organization to apply my expertise in the fields like **IT, Web, Technical Support, Customer Relation, Sales, Marketing, Office Management** further enhance my knowledge acquiring with new skills & technologies. To work in an environment where performance is rewarded with new responsibilities. I intend to contribute to the company's growth as well as to groom my personality to suit the challenging times ahead.

## **SKILLS**

- Willing to learn and adapt to new challenges
- Positive thinking, communication skills, job enthusiasm
- Have a strong interpersonal skill, which provides the ability to interact with end users, managers, technical personnel etc.
- Self-motivated, quick learner and team player.
- Perfect judgment and decision-making skill
- Experience of working with and handling confidential data
- A capable team player who is able to liaise with people at all levels.
- Flexible, adaptable and open to change.

## **EXPERIENCE**

**Office Manager** in **AL Nasr Petroleum Services LLC Muscat** from October 1<sup>st</sup> 2018 onwards. **(Overseas experience)**

### **Duties and Responsibilities.**

- Support company operations by maintaining office systems and supervising staff.
- Managing office budgets
- Assign and monitor clerical, administrative and secretarial responsibilities and tasks among office staff..

- Allocate tasks and assignments to subordinates and monitor their performance.
- Preparing letters, presentations and reports.
- Ensure filing systems are maintained and current.
- Maintain a safe and secure working environment.
- Organize office operations and procedures.
- Monitor and maintain office supplies inventory.
- Coordinate office staff activities to ensure maximum efficiency.
- Participate actively in the planning and execution of company events.
- Establish and monitor procedures for record keeping
- Control inventory and order supplies.
- Coordinated company meetings, appointments, and interviews
- Coordinated with Human Resources and Customer Support departments in order to create a better

**IT/ Web Support in Castel Technologies PVT Ltd Technopark Trivandrum from August 2011 to January 2017.**

**Duties and Responsibilities.**

- Installing and configuring computer hardware operating systems and applications.
- Providing support including procedural documentation and relevant reports.
- Diagnose and resolve technical issues.
- Setting up new user's accounts and profiles.
- Monitoring and maintaining computer systems and hardware.
- Taking Training sessions of new employees.
- Troubleshooting system and network problems and diagnosing and solving hardware or software faults.
- Edit, modify and enhance textual and graphical content for the website and develop product specific catalogues for websites.
- Updating online site in WEB portal.
- Creating Web layouts for Websites.
- Redesigning and Updating of client pages.
- Creation of Ads and Campaigns for Google Ad words.

- Experience with Google's Keyword Tool.
- Designing sample page layouts including text size and colours.
- Experience with SEO & Internet Marketing

**Supervisor-Technical/Customer-Support in Asianet Satellite Communications Ltd**  
Technopark Trivandrum from **August 2007 to January 2011.**

**Duties and Responsibilities.**

- The core team member of ISP support division involved in all internet services related activities such as modem, router configuration, mail server configuration and physical layer troubleshooting etc.
- Responsible for handling and solving customer support issues via calls and mails.
- Providing Technical Support to end users.
- Supported customers with online billing and account issues.
- Update and interact with the Help Desk on problems or issues related to client networks.
- Installation and monitoring of fiber connectivity between connector with the help of media converters.
- Assist team members and provide support and solutions to customer queries to meet company objectives.
- Hire and train new employees.
- Visit to client sites to help with installation, deployment and troubleshooting.
- Prepares daily reports on the daily activities of Customer Care Team.
- Follow-up and track on customer enquiries.
- Assigned the tasks of supporting sales team in recognizing and developing new sales ideas..
- Performed other administrative tasks are assigned
- Maintain timekeeping and personnel records.
- Prepare and submit performance reports

## **Education**

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- Polytechnic Diploma In Computer Engineering in Year 2006 From Govt. of Kerala Technical Exams with First Class.
- Diploma In Computer Hardware and Networking in Year 2007 from Softech Computers Trivandrum with First Class.
- AAASP In Multimedia & Animation in Year 2008 From Arena Animation Academy Trivandrum with First Class.
- Plus Two Commerce in Year 2003 From St. Xavier's Higher Secondary School Trivandrum with First Class.

## **Computer Skills**

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- MS OFFICE, ADOBE PHOTOSHOP

## **Driving License**

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- Indian,Muscat

## **Current Location**

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- Muscat, Oman

## **PERSONAL DETAILS**

Name	-	Rajesh Kumar JR
Father's Name	-	Raveendran Nair
Date of Birth	-	04-09-1985
Gender	-	Male
Nationality	-	Indian
Passport Number	-	P1390307
Language known	-	English, Hindi. Malayalam & Tamil.
Permanent address	-	Thara Nivas Perukavu P.O Trivandrum Pin : 695573 Kerala, India

