

Shobhin Thomas Saj

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1049 Elm Avenue, Windsor, Ontario, N9A 5H8

PROFESSIONAL SUMMARY

Results-oriented professional with a diverse background in roles such as Quality Auditor, Senior Customer Service Associate/Credit Consultant at Allianz Insurance Services, demonstrating a proven track record of excellence. Possesses a Bachelor of Engineering in Electronics and Communication Engineering from Anna University. Extensive experience in customer-facing roles, showcasing exceptional communication skills and a customer service-oriented approach. Proven adaptability and active team participation in fast-paced environments. A fast learner with strong critical thinking and problem-solving abilities, committed to delivering high-quality results. Solid technical skills include expertise in computer system troubleshooting and repair (both hardware and software), proficiency in the MS Office suite, and familiarity with the Windows Operating System. Additionally, proficient in Linux, C/C++, and Java, with demonstrated expertise in HTML, CSS, Bootstrap, ASP.NET, JavaScript, PHP, and SQL.

WORK EXPERIENCE

Vehicle Handler

Hansens Releasing Company • Windsor, Ontario

May 2023 - Sep 2023

Delivery Expert/Insider

Dominos • Windsor, Ontario

Mar 2023 - Aug 2023

Quality Auditor

Allianz Insurance Services • Trivandrum, India

Oct 2022 - Dec 2022

Responsibilities served: - Ensure work processed by the team adheres to recommended quality standards. - Mark down errors if any and find root cause of the same with investigation to prevent repetition.

Senior Credit Consultant/Customer Service Associate

Allianz Insurance Services • Trivandrum, India

Dec 2018 - Aug 2022

The Credit Consultant is responsible for the reconciliation of intermediary accounts to ensure that the collection of debts occurs at the desired service level. In addition, the Credit Consultant is expected to utilise their problem solving and negotiation skills to contribute to Policy Operations challenges of: - minimising debt over 90 day credit terms - eliminating debt over 6 months - minimising unreconciled cash whilst ensuring that other areas of the business are not put at risk

EDUCATION

Web Development and Internet Applications

St Clair College • Windsor, Ontario

Jan 2023 - Apr 2024

Program outcomes:- Create websites using modern, in demand languages and technologies.- Develop high quality responsive web sites.- Gain valuable experience designing User

SKILLS

- Fast Learner
- Critical Thinking & Problem Solving
- Excellent Communication skills
- Good command over English language
- Adaptability
- Interpersonal skills and Customer service oriented
- Active team member
- Effective Time management
- Familiar with MS Office suite and Windows Operating System
- Expertise in Computer system troubleshooting and repair(Hardware & Software)
- Quality Audits
- Linux
- C/C++
- Java
- Linkedin Learning Certifications in Communication within teams, Teamworkfoundations, Time management, Communicating with - Confidence, EffectiveListening.
- Certificate of merit for securing 3rd position in Eyantra (All India Roboticscompetition), IIT Bombay, 2016.
- Course certification in C/C++, G-Tec Computer Education, 2012.
- Course certification in Core Java, G-Tec Computer Education, 2012.
- Course certification in Advanced Java, Trinity Software Technologies, 2018.
- Participation Certifications for workshops (Microcontroller programming, PCB
- HTML,CSS, Bootstrap, ASP.NET, JavaScript, PHP, SQL

AWARDS AND HONOURS

Certification of Merit	2016
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Part of a team securing Certificate of merit for 3rd position in Eyantra (All India Robotics competition), IIT Bombay, 2016.

Course certification in Advanced Java	2018
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Course certification in Advanced Java from Trinity Software Technologies, Trivandrum, Kerala, India

Course certification in C/C++	2012
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Course certification in C/C++ from G-Tec Computer Education, Kerala, India

Course certification in Core Java	2012
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Course certification in Core Java from G-Tec Computer Education, Kerala, India

LinkedIn Certifications	2022
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- Communication within teams- Teamwork foundations- Time management- Communicating with

Confidence- Effective Listening.

LICENSES

Class G Driving License, Valid from March 2023 to January 2028M/C with gear and LMV Driving License, Valid from September 2014 to September 2034

HOBBIES

- Singing- Playing the Guitar- Playing Basketball- PC Gaming- Reading