

**JIJO JOY PAUL**

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Contact : +919645412440 (M)

**Seeking assignments in quality control, service operations, product management with leading organizations.**

**Executive summary**

* Skilled in bringing a wealth of technical and mechanical experience to the job.
* Proficient in quality assurance.
* Excellent in providing customers with advice pertaining to the upkeep and care of their automobiles.

**Personality traits**

* Managerial skill in industrial production.
* Excellent communication skills in verbal and written both.
* Strong client facing skills.
* Genuine interest in solving customer’s problems.
* Good knowledge of automobiles.

**Computer knowledge**

* Well versed in basic use of computer.
* Skill in computer-aided-design (CAD).

**Career summary**

* 1 years of experience in service operations, customer relationship management, technical analysis.
* 2.3 years of experience in manufacturing of kitchen appliances.
* Successfully resolving critical problem areas.
* An effective communicator with good presentation, analytical and negotiation skills.
* Expertise in organizing, planning and quality assurance of industry.

**Experience chronology**

* **10 JAN 2016- 4 DEC 2016 worked with TVS & SONS PVT LTD outlet of Mahindra & Mahindra (commercial vehicles), Ernakulum as service advisor.**
* **5th DEC 2016 till date working with KCM APPLIANCES PVT LTD (IMPEX) manufactures of kitchen appliances as senior quality engineer.**

**Key result areas:**

**Service operations:**

* Coordinating with supervisors and technicians regarding various technical issues; analyzing all technical standards and giving feedback on vehicle status to the customers before work and at the time of delivery.
* Problem solving skills to effectively develop and present plans to overcome problems and complexities.

**Quality control**

* Capability to evaluate logically and consistently.
* Having methodical approach towards the work and profound in taking measurements and recording figures.
* Communicating product feedback from the field to principals with focus on effectuating modifications in products and improving product performance.
* Thorough knowledge in industrial standards and regulations.

**Academic credentials**

* **B-TECH in mechanical engineering with an aggregate of 62% from Kannur University.**
* **3 year diploma in printing technology with 70% from ipt & gptc shoranur.**
* **10+2 (science) with 83% from vhss pulpally.**
* **10th completed with 80% from vhss pulpally.**

**Personal dossier**

**Date of birth: 22nd February 1990**

**Languages known: Malayalam, English, Hindi, Tamil**

**Correspondence address: Kallungal house**

**Veliyambam po, pulpally**

**Wayanad Kerala-673579**

**Nationality: Indian**

**Gender: Male**

**Marital status: Single**

**License no: 9/561/2010**

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**Declaration**

I do hereby declare that the information furnished above is true to the best of my knowledge.

Jijo joy Paul