

JITTU JOSE
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Email: jittujose24@gmail.com

Professional Summary:

Competent Business Consultant driven to exceed sales goals and build long-term relationships with customers. Facilitate positive experiences through high-quality customer care and prompt resolution of complaints and issues. Proficient consultant successful in preparing documents. Familiar with ordering supporting reports, completing required documents and preparing presentations. Ready to offer years of experience to challenging position with room for advancement.

Skills:

- Client assessment and analysis
- Document scanning
- Strong verbal communication
- Self-motivated
- Team leadership
- Clerical support
- Interpersonal and written communication

Work History:

OCTOBER 2017-PRESENT

Business Consultant- Muziris Softech, Cochin

- Provided personalized business consulting and overhauled services to strengthen client success.
- Streamlined operational efficiencies by delivering recommendations for knowledge-base processes and procedures.
- Aided senior leadership during executive decision-making process by generating daily reports to recommend corrective actions and improvements.
- Enhanced client satisfaction ratings resolving difficult customer issues through competition.
- Evaluated situations and delivered targeted solutions using various tools and resources.

JUNE 2016-MARCH 2017

Relationship Officer- Reliance Nippon Life Insurance, Cochin

- Developed summaries to assess each client's participation level and determine targets to follow-up plans.
- Created strategies to develop and expand sales of services to existing customer.
- Answered telephone inquiries on products including checking's, savings, etc.
- Maintained friendly and professional customer interactions.
- Met with clients to generate new business and negotiate contracts.
- Established key procedures for teams preparing documentation, models and presentations.

Education:

2018

Master of Business Administration: Marketing

Pondicherry University, Puducherry, PY

2015

Bachelor of Business Administration: Marketing

Naipunnaya Institute of Management and Information Technology, Thrissur, KL

2012

Commerce

Our Own High School, Dubai, UAE