



# ALJO JENSON

## CONTACT

+971-582974820

aljojenson6@gmail.com

Al Khail gate phase 2, Bldg  
J3-3 room 513, Al quoz  
Dubai

## EDUCATION

2020 – 2022

**ANGLIA RUSKIN UNIVERSITY**  
CHELMSFORD, UNITED KINGDOM

MSc Supply Chain Management

2016 – 2019

**CALICUT UNIVERSITY**

SAHRDAYA COLLEGE OF ADVANCE STUDIES,  
KERALA, INDIA

Bachelor of Business  
Administration

2018

**SAHRDAYA COLLEGE OF  
ADVANCED STUDIES**

KERALA, INDIA

Diploma in Logistics and  
Supply Chain Management

## SKILLS

- Procurement & Sourcing
- Inventory Management
- Logistics & Transportation Management
- Supply & Demand Planning
- Vendor Relationship Management
- Data Analysis & Reporting
- Team work
- Critical thinking

## PROFILE

Experienced Results-oriented and client-focused Client Service Associate with over two years of experience in delivering exceptional customer support and service. Demonstrates a proven ability to build and nurture strong client relationships through clear communication, active listening, and effective problem-solving. Skilled in identifying client needs, implementing tailored solutions, and ensuring a high level of client satisfaction. Known for strong multitasking capabilities, keen attention to detail, and consistent performance in fast-paced, high-pressure environments. A dedicated team player with a positive attitude and a strong passion for surpassing client expectations.

## WORK EXPERIENCE

### SORTATION OPERATIVE

2023 – 2024

#### Amazon LTD, United Kingdom

- Efficiently sorted and scanned parcels to ensure accurate routing and timely deliveries.
- Maintained high standards of safety and cleanliness within the warehouse environment.
- Operated handheld scanners and other warehouse technology to process packages.
- Worked collaboratively in a fast-paced team to meet daily productivity and quality targets.
- Identified and reported damaged or mislabeled packages in accordance with company policy.
- Adapted to varying workloads and shift patterns, demonstrating flexibility and reliability.

2021 – 2023

### CLIENT SERVICES – PROJECT COORDINATOR

#### Beta-random LTD, United Kingdom

- Support the planning, execution, and delivery of client projects from initiation through to completion, ensuring timelines, budgets, and deliverables are met.
- Serve as the primary point of contact between clients and internal teams. Maintain proactive, clear, and professional communication to manage expectations and updates.
- Assign and monitor tasks using project management tools, ensuring that all team members are aligned and accountable.
- Prepare regular status reports, meeting notes, and project documentation. Track project performance using appropriate systems, tools, and techniques.
- Identify and resolve project issues or delays efficiently, escalating when necessary to ensure client satisfaction and project success.
- Contribute to maintaining strong client relationships through exceptional service delivery and problem-solving skills.

## LANGUAGES

- English (Fluent)
- Malayalam (Fluent)
- Hindi (Basics)

## INTERESTS

- Music
- Games
- Video Editing

- Work closely with relevant departments to ensure that all deliverables meet the required quality standards and client specifications.
- Suggest and implement process improvements to enhance project efficiency and client experience.

### ■ CLIENT ENGAGEMENT & INTERNAL COMMUNICATIONS INTERN Beta-random LTD, United Kingdom

2021 - 2022

- Supported client engagement initiatives and maintained communication to ensure a consistent client experience.
- Assisted in drafting internal communications, newsletters, and staff updates to enhance team alignment.
- Coordinated logistics for internal events and virtual meetings to boost employee engagement.
- Collaborated with HR and marketing teams on communication strategies and feedback initiatives.
- Helped manage content on internal platforms and supported social media updates.
- Collected and analyzed feedback from staff and clients to support service improvements.

## REFERENCE

■ Mr. Razim Musthafa  
BetaRandom LTD  
Business Development Manager  
Phn: +44 7467864826  
Email Id : remirazim17@gmail.com

■ Mrs. Denise Davey  
Seabreezes Team Leader  
Phn: : +44 7803761581  
Email: denisedavey@priorygroup.com

## DECLARATION

Hereby declare that all the details mentioned above are in accordance with the truth and fact as per the knowledge.

**-ALJO JENSON**