



JERIN MUNDAKATHIL ABRAHAM

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Dubai, UAE

PROFESSIONAL SUMMARY

Qualified **Mechanical Engineer** with extensive knowledge of engineering equipment and software. Committed to providing accurate work with eye for detail. Consistently commended for meeting stringent project deadlines under budget. To seek and maintain the full-time position that offers professional challenges utilizing interpersonal skills, excellent time management and problem-solving skills.

PASSPORT DETAILS

License No : S1901212
Date of Expiry : 26/06/2028
Date of Issue : 27/06/2018
Visa Status : Visit Visa

AREAS OF EXPERTISE

- Customer Service Management
- Quality Inspection
- Sales & Marketing
- Business Development
- Proficient in Computer (MS Office, Internet & ERP)
- Good Leadership & Performance Management
- Basic Knowledge of SAP applications.

KEY SKILLS

- Fault Isolation
- Policy/Procedure Development
- Resource Management
- Root Cause Analysis
- Operations Management
- Strategic Planning
- Customer Service Skills

TECHNICAL SKILLS

MS OFFICE

- Excel | Word | PowerPoint

Designing and Drafting Softwares

Autocad

EMPLOYMENT HISTORY

 **Quality Analyst QA/QC (GAT)**
JBMAS, Chennai
Mar 2021 - Mar 2022

Duties and Responsibilities :

- Develop and execute test plans to ensure that all objectives are met.
- Implement and monitor test scripts to assess functionality, reliability, performance, and quality of the service or product.
- Identify and remedy defects within the production process.
- Recommend, implement, and monitor preventative and corrective actions to ensure that quality assurance standards are achieved.
- Compile and analyze statistical data.
- Ensure that user expectations are met during the testing process.
- Draft quality assurance policies and procedures.
- Investigate customer complaints and product issues.
- Developed community reputation through a commitment to customer satisfaction and strong client relationships.
- Improved operational efficiencies while managing customer requests, store inventory, transactions, new purchase orders, and pricing needs.

 **Customer Service Executive**
UNH Management Services Private Limited
Maharashtra, India
May 2020 - Dec 2020

Duties and Responsibilities :

- Managing a team of representatives offering customer support.
- Overseeing the customer service process.
- Resolving customer complaints brought to your attention.
- Creating policies and procedures.
- Planning the training and standardization of service delivery.
- Selecting and hiring new staff.
- Monitoring the work of individual representatives and of the team.
- Conducting quality assurance surveys with customers and providing feedback to the staff.

 **Customer Service Associate**
Teleperformance Global Private Limited
Thane, Mumbai, Maharashtra, India
Feb 2019 - Jan 2020

EDUCATION

- BE Mechanical Engineering
Anna University Chennai
2020
- Diploma in Auto CAD & Creo
Society of Aeronautical Engineering
2018
- Higher Secondary
Board of Public Examination, Kerala,
India
2014
- Secondary
Board of Higher Secondary Education,
Kerala, India
2011

PERSONAL INFO

Nationality : Indian
Gender : Male
Marital status : Single
Date of Birth : 30/10/1995

LANGUAGES KNOWN

English
Hindi
Tamil
Malayalam

Duties and Responsibilities :

- Improved operational efficiencies while managing customer requests, store inventory, transactions, new purchase orders, and pricing needs.
- Developed and actualized customer service initiatives to decrease wait times.
- Collaborated with store management and program leadership to suggest actionable improvements and corrective action plans.
- Resolved associate, tool, and service delivery issues revealed by statistical reports.
- Maintaining a pleasant working environment for your team.

INDUSTRIAL PROJECTS

Main Project

- Design & Fabrication of Automatic Drainage Cleaning System The ADCS Machine

Mini Project

- Design & Fabrication of Hydraulic Zigzag Bending Machine The project comprises a vertically positioned hydraulic bottle jack.

ACHIEVEMENTS

- Presented a topic titled "Design & Fabrication of Hydraulic Zigzag Bending Machine" in National Level Conference in Tirunelveli, India

INDUSTRIAL VISITS

- Tamilnadu State Transport Corporation Ltd.

DECLARATION

I hereby declare that the above written particulars are true and correct to the best of my knowledge and belief.



JERIN MUNDAKATHIL ABRAHAM