

BIJOY LUKOSE

bijoylukose00@gmail.com

+971 504781174

linkedin.com/in/bijoy-lukose-390637149/

England Cluster

International City, Dubai, UAE



MBA (Operations & Marketing)

Highly focused, confident, dedicated and committed Operational professional with a diversified skill set, well experienced and proven achiever seeks to establish a career with major companies committed to taking their business to the next level by consistently attaining targets in all areas of the organization.

- | | |
|----------------------------------|------------------------------------|
| ┆ Strategic Planning & Execution | ┆ Staff Development Leadership |
| ┆ Operational Improvement | ┆ Demonstration |
| ┆ Negotiation Expert | ┆ Time Management |
| ┆ Procedure Development | ┆ Analytical and Problem Solving |
| ┆ Supply Chain | ┆ Record Keeping and Documentation |
| ┆ Team Building | ┆ Cross-functional Teaming |
| ┆ Business Valuation | ┆ Logistical Planning |

PROFESSIONAL EXPERIENCE

NIRBHIK SUPPORT SERVICE PVT. LTD, ERNAKULAM

11-04-2019 to 15-11-2021

Operations Manager

Hired to provide operational excellence for fully dedicated to manpower solutions, a leading provider of high performance manpower solutions focused on quality and value.

- Managed daily operations of the Guards
- Managed and Supervised Field Officers, Security Officers, Security Guards and House Keeping Staffs
- Ensure daily operational excellence.
- Ensure each staff is reported at respective sites.
- Managed Outsourced Payroll Services offered by the company.
- Managed Housekeeping Services Staffs, Securities Services and Facilities Management Services offered by company.
- Done Arrangements for daily functioning in each sites.

MARUTI NEXA (AVG MOTORS, KOTTAYAM)

11-04-2017 to 10-04-2019

Relationship Manager

Selected for sales promotion and customer engagement for the leading automobile sector in India. Increasing sales by customer development and retention of customers.

- **Direct marketing** of all brands of the company.
- Created new **Business Leads**.
- Implemented 10+ **Market Penetration Techniques** and increased Sales and Revenue.
- In depth market analysis and market development promotional activities to increase the sales and market share.
- Member of **Business Development Team**.
- **Nexa Certified Relationship Manager**.
- Act as a Single Point of Contact to Customer and delivered services according to Operational Standards of Nexa.
- Handled Customer queries, complaints and grievances if any.
- Managed **Sales Promotion Activities**. Contributed to the process improvements as per Nexa standards.
- Devised and implemented ideas for Sales and Marketing process improvement in Sales and Marketing team.
- Recognized as the best relationship manager of Nexa for increasing sales by more than 200% and awarded the certificate for that.
- Earned incentives regularly.

**WORK SUPERVISOR WITH A CIVIL CONTRACTOR AT MEDICAL
COLLEGE, KOTTAYAM**

01-06-2010 to 31-05-2012

- Managed and supervised the works and workers of various construction sites.
- Partnered in purchase of various construction materials related to each construction sites and works.
- Partnered in preparing documents to participate in various tenders.
- Prepared quotations, bills and claims related to each work of different sites.
- Shifted workers and materials from one site to other as per requirements.

EDUCATION / DEVELOPMENT

- **MBA, Marketing and Operations**, Kerala University, Trivandrum,Kerala
- **BA, Economics**, Mahatma Gandhi University, Kottayam,Kerala

PERSONAL DETAILS

Name	Bijoy Lukose
Date of Birth	02 September 1992
Sex	Male
Nationality	Indian
Marital status	Single
Languages Known	English, Hindi, Malayalam
Passport No.	S8995732
Visa Status	Visit Visa
Date of Issue	10-01-2022
Date of Expiry	22-04-2022

DECLARATION:

I hereby declare that all the details furnished above are true to the best of my knowledge and belief.

DUBAI
24-02-2022

BIJOY LUKOSE