



RIJO C RAJAN

BACK OFFICE & DATA ENTRY OPERATOR

7 years of Experience



0524743717

✉ rijoblackcat102@gmail.com

Summary

I'm a Bachelor Degree holder in computer Application with extensive experience in Back office processing, data entry, copy editing, and proofreading. I've strong command over English and Malayalam languages with excellent communication and interpersonal skills. I'm also proficient with MS Office applications such as Word, Excel, PowerPoint, etc., and graphic design program like Photoshop.

Experience

CRM Cum Data entry operator

Mar 2021 – Mar 2022

Starlink Associates(Authorized service Centre of V-Guard)

Customer relationship management as per company policy, coordinate and Leading our service technicians.

Responsibilities include;

- Telecommunication with our complaint registered customers.
- Preparing daily job schedules for our technicians and assign job for them.
- Conduct training for technicians.
- Keeping all service data in company provided CRM software.
- Taking all special approvals from company side through E-mails.
- Submitting daily reports and records to ASP manager.

Process Associate (Team coordination)

Jul 2016 – Feb 2021

Stream perfect global services, Infopark-Cochin

Worked as File management Team Coordinator in SPGS, Cochin.

Responsibilities include;

- File management between client and our vendor companies.
- Production coordination.
- Handling of In-house production, Allocations and Keeping all records and reports.
- Helping in In-house team production (Data Entry, Copy Editing and Proofreading).

Worked as mortgage indexer in Xerox Business India Pvt Ltd Company for well-known US based bank "Bank of America".

Responsibilities include;

- Loan documents filing by codes.
- Doing Mortgagor address verification.
- Checking the Eligibility of Mortgagor for loan processing.
- Training to the new joiners for the process.
- Maintaining records and reports.

Education

BCA (Bachelor of Computer Applications) – 50%

2015

Paremakavu Devaswom College , Thrissur

Higher Secondary – 55%

2010

Kochanoor GHSS, Kochanoor

Skills

Computer Skills

- Ms Office Suite (Word, Excel, Power Point)
- Adobe Photoshop
- Adobe Acrobat
- Hardware and Basic Network knowledge
- Good Typing speed (Data Entry)
- Knowledge in Mailing, Printing and scanning
- Troubleshooting and installing software

Life Skills

- Flexibility and Adaptability to work in any environment
- Handling information and contents
- Multi-tasking
- Quick learner
- Document Management
- Team work and Coordination

Personal Details

Date of birth	:	30-10-1992
Father's name	:	Rajan C C
Nationality	:	Indian
Language known	:	English, Malayalam,Hindi
Gender	:	Male
Marital status	:	Single
Permanent address	:	Cheruvathoor House, Chiralayam (Lower Bazar) Kunnamkulam P.O, Thrissur – 678594, Kerala – India
Email	:	rijoblackcat102@gmail.com
Phone	:	0524743717,  +91 8943099102

Passport Details

Passport number	:	M1176014
Date of issue	:	21-08-2014
Date of expiry	:	20-08-2024

Declaration

I hereby declare that the information given in this document is true and correct.

Rijo C Rajan
18-03-2022