



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.

TECHNICAL SKILLS

MS OFFICE

- Excel | Word | PowerPoint

Designing and Drafting Softwares

Autocad

LANGUAGES KNOWN

English

Hindi

Tamil

Malayalam

EMPLOYMENT HISTORY

Quality Analyst (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.
- Ensure ongoing compliance with quality and industry regulatory requirements.

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.
- Possesses excellent product knowledge to enhance customer support.
- Maintaining a pleasant working environment for your team.

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

KEY SKILLS

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

ACHIEVEMENTS

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

DECLARATION

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

Duties and Responsibilities :

- 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.
- 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, is mechanically driven using multiple machine components. The linkages is used to clean the drainage system automatically via the Automatic drainage cleaning system. Plastic bottles, polythene, grime, and other solid trash are among the contaminants found in drainage water. We see garbage pouring on the roadways as a result of blocked drainage, especially during the rainy season. As a result, by implementing an automatic drainage cleaning system, we will be able to reduce the number of issues as well as eliminate human labor.

Mini Project

- Design & Fabrication of Hydraulic Zigzag Bending Machine The project comprises a vertically positioned hydraulic bottle jack. The jack's bottom section is welded or fastened to a beam that moves on two pillars that are parallel to each other. The tool is welded to single support that is fixed to the beam that is joined to the lower end of the hydraulic cylinder. A space shall be given between the male and female tools in order to produce the bending properly. The bottom of the beam is attached to the piston from the cylinder. The sheet metal to be bent is put between the two tool beds, and the process is then carried out with the help of a pumping rod. After the bending process is completed, the pressure relief valve in the hydraulic jack is opened to return the hydraulic jack to its original position.

INDUSTRIAL VISITS

- Tamilnadu State Transport Corporation Ltd.



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ABRAHAM**