**Neelumole Augustine**

SOBHI HATTAB Building

KARAMA Area

Ajman

U.A.E

Mob:+971- 567215412

# Career Objective

I want to join an organization where I can learn a lot from the seniors. With my dedicated hard work I want to pursue my higher career goals and want to use my knowledge for the growth of the company.

# Academic Qualifications

* Master of Business Administration (HRM) (2008-2009) From CITY University, London, UK with 74% aggregate.
* BCA (Bachelor of Computer application), (2001-2004) from M. S University, Tirunelvely, India. 60% aggregate.
* Diploma in Airport Passenger and Cargo Handling certified by Speedwings academy for Aviation services, cochin, India, Passed with 2nd Grade.
* IATA-UFTAA Foundation course from Speedwings academy for aviation services, cochin, India, period from 01-10-2005 to 31-03-2006.
* Pre- Degree (XII) ( 1999-2001) from M.G university, Kottayam, India with 43% aggregate.
* SSLC (X) (1998-1999) from Kerala Board of examination, India with 62% aggregate.

# Work Experience

1. Organization: **Mcdonald’s Restaurant.**

Duration : 23-09-2008 to 09-01-2011.

Designation: Customer care executive cum Crew Trainer.

Location : London, UK.

# Job profile

I have worked as a Crew Trainer at Mcdonald’s Company in customer care department and my job profile was to deal with customers and provide them quick and accurate service and show sensitivity to their individual needs and how to train the crew members. I have gained lots of knowledge from the seniors regarding how to become a role model among them and they have given me the specific knowledge that will allow me to Manage in any field.

1. Organization: **Lebara Mobile.**

Duration : 2-11-2007 to 09-06-2008.

Designation: Customer care executive cum Sales executive.

Location : London, UK.

# Job profile



I been worked with Lebara mobile as a customer care assistant cum sales executive, and my role was to deal with customers and selling the product as much as possible and rest of the duties same as before I have mentioned.

1. Organization: SAP Info Systems.

Duration : July 2004 to February 2005.

Designation: Computer Faculty.

Location : Kerala, India.

# Job profile



Sap Info Systems is an Organization which is developing software’s up to date; hereby my role was a computer teaching faculty such as computer basics and programming languages, which are mainly in VB and C++.

# Computer Knowledge

* Applications : Word, Excel, PowerPoint.
* Programming language: VB, C++.
* Operating Systems : MS DOS,Windows98,NT,2000,XP,VISTA.

# Personal Information

Father's Name : Augustine Joseph.

Date of Birth : 02-12-1983.

Sex : Female.

Marital Status : Married.

Visa Status : Residence (husband’s)

Nationality : Indian.

Language Proficiency : English, Malayalam & Hindi (basic).

Contact No. : :+971- 567215412

# Core Strength

* Hard working creative, dedicated, well-organized and positive attitude.
* Ability to work in multi-cultural environment.
* Very dynamic, hardworking and possess to work under pressure.
* Organizing abilities & have high degree of adaptability to new

Environments.

# Reference

* References can be furnished upon request.

# Declaration

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

Date: **Neelumole augusine**