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| **Maya Shibu****Villa -21,** **Al Barsha-2,****Dubai, UAE.****PO Box-48737****Tel : 00971-528692840/ 00971-551979465****E-mail:** mayashibu2012@gmail.com, maya\_ril@yahoo.com |  |

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| **CAREER** **OBJECTIVES** | A suitable position where my experience and knowledge can be utilized for the service of the organization and my professional growth as well. |
| **EDUCATION QUALIFICATION** |  Graduate in commerce from S.N College, Kannur (Kannur University) Passed Pre Degree Examination from S.N college, Kannur (Calicut University) Passed 10th examination under Kerala Syllabus from St.Teresas A.I G.H School, Kannur |
| **SOFTWARE SKILLS** | MS OfficeC, C++ |
| **WORK EXPERIENCE** | * Working as Logistic Co-ordinator in Zoom Shipping LLC-Dubai (Oct2012 till date)
* Worked as Branch Operation &Administration Senior Executive at **Future Generali India Life Insurance Co Ltd**  since 3 Year 11 months.(Aug 08 to July 2012)
* Worked as Operation Executive at **Bharti AXA Life Insurance Co Ltd,** Kannur for 1 year .(Aug07 to Aug08 date)
* Worked as Customer Care Back End Executive & Team leader(Post Paid and Prepaid) at **Reliance Communications, Kannur** for 2 and half years.(Jul04 to Jan07)
* Worked as Customer Care Executive Front End Executive in Reliance Web world, Kannur for 1year.(Aug03 to Jul04)
* Worked as Accounts and Administration Assistant in Whole sale Medical Firm for 6months (Leo Pharma).(Jan03 to Jul03)
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| **SUMMARY OF EXPERIENCE****IN TELECOM SECTOR** | **Customer Care Back End Executive Reliance Communication -Kannur Cluster** Looking after Customer Care Activities of Entire KANNUR Cluster. Responsible for MIS to the concerned departments. Ensure that Complaints Raised by respective Town Channels are resolved within the stipulated Time. Looking after staff welfare activities. Ensure that records and reports relating to daily Customer Care Activities are maintained and supervise the functioning of the Channel Executives. Performed and followed up customer base to generate collection. Ensure that records and reports relating to daily Customer care Activities are maintained and supervise the functioning of the Channel executive. Looking after the Termination and Retention Activities Of Kannur Cluster. Conducting training of New Postpaid Customer care staff. |
| **SUMMARY OF EXPERIENCE****IN INSURANCE SECTOR** | **Operation Executive (Operation and Administration In Charge)at Bharti AXA Life Insurance Co Ltd and Senior Operations & Administration In Charge in Future Generali India Life Insurance Co Ltd, Kannur Branch** Responsible for Entire Operation ,Distribution Operations & Administration of Kannur Branch. Lead the operations and customer services function. Guide and monitor the functioning of the Underwriting, New Business, Policy Accounting, Policy Administration, Consumer Services and Facilities Management Functions. Scrutiny of Proposal Forms ie Handling New business and recruitment applications approving as per underwriting rules of IRDA. Facilitate smooth processing of vendor bills.  Maintenance of Records for Expense management (Petty cash). Ensure early payment of bills leading to vendor satisfaction. Determine the accrual process for branches.  Conducting Training Sessions for Agency Managers and Life advisors about processes and Underwriting. Constant follow up for Renewal collection. Management of Cash and Banking process. Preparation of Day end Report and Balance sheet , Handling all process for Audit purpose and Authorized sharing owner of safe vault.* Provide administrative support for Branch such as answering telephones, assisting visitors and resolving a range of administrative problems and inquiries.
* Schedule and coordinate meetings, interviews, appointments, events and other similar activities for supervisors, which also includes travel and lodging arrangements.
* Overall office keeping, maintain the inflow and outflow of goods , arrange for repair and maintenance of office equipment,, store and maintain inventory of office supplies .
* Supervising the work of low level clerks and assign jobs to them.
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| **SUMMARY OF EXPERIENCE****IN LOGISTICS****PERSONAL DETAILS** | **Logistics Coordinator in Shipping Company(Clearing and Freight forwarding Co.)*** Receiving pre-alert documents from overseas and local agents and follow up and process the shipment up to delivery
* E-clearance, Online Updating and Document Submission
* Documentation and transport arrangements for local exports and Sea- Air Shipments
* Liasing and negotiation of rates with Airlines, Co-coordinating with transport companies,
* Monitoring cargo movement up to final destination.
* Co-ordinating with shipping lines for space booking and rates.
* Obtain delivery orders from DNATA, issuance of Delivery orders to consignee
* Responsible for Administration, Maintenance of Records for Expense management (Petty cash).

**Name : Maya Shibu****Nationality : Indian****Sex/Marital Status : Female/Married****Date of Birth : 21st Nov 1981****Mother Tongue : Konkani****Languages Known : English, Malayalam, Hindi, Konkani****Passport No : K 4439946** |
| **HOBBIES** |  Dance, Music and Browsing |
| **STRENGTHS** | * A positive attitude in all spheres of life.
* Ability to face challenges and accept changes without being coerced or forced.
* Friendly Nature, always open to discussions and new ideas.
* Highly developed team work abilities and dedication to work.
* Strong and Demonstrated administration and operation experience.
* Proficient in MS Office.
* Follow up skills.
* Excellent time management and organizational skills with strong attention to detail / accuracy.
* Communication and interpersonal skills.
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| **REFERENCE** | **Mr. Ashkar MV, Branch Manager, Future Generali India Life Insurance Co Ltd, Kannur-0091-9447023185****Mr. Sumith NK Regional Operations Manager(Kerala) Future Generali India Life Insurance Co Ltd-0091-9746645544** |
| **ACHIEVEMENTS** |  Best Classical Dancer Award of Kannur District in the Year 1998  Best Customer Care Backend Executive of the year 2006Award from Reliance Communication Award received from Bharti AXA for Best performance (Maintaining Accuracy level and for Expense Management). Award received from Future Generali for Best Performance (100% Accuracy and maintaining Persistency). |
| **DECLARATION** |  **I hereby declare that all information provided by me as above is true to the best of my knowledge.** |

Place: Dubai

Date : 13/1/2013