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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](mailto:mayashibu2012@gmail.com),  [maya\_ril@yahoo.com](mailto: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) |
| **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. |
| **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. |
| **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