

CURRICULUM VITAE

Juby Joseph

Al Jazira Exchange,
Bur Dubai Branch,
Dubai - U. A. E.

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Seeking a promising career in the industry, where my education & experience will have valuable application and to serve the society without prejudice.

PROFILE SUMMARY:

- ➔ 7 (seven) years of UAE experience in a well reputed company.
- ➔ Fluent in English, Hindi, Urdu, Malayalam, French and studied in Sharjah Indian School, Sharjah.
- ➔ Expertise in all aspects of hospitality, tourism & catering for corporate, leisure and group clients.
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- ➔ **CRCMP** Certified holder from IARCP.
- ➔ Master of Tourism Administration (**MTA**)
- ➔ Bachelor of Arts in Travel and Tourism Management (**BA TTM**)
- ➔ Conscientious, organized, and articulate.
- ➔ An excellent team player who can work independently to meet the business objectives of the company.
- ➔ Able to deal complex situation with clients diplomatically
- ➔ Delivered outstanding customer service and support.
- ➔ Specialized and given trainings in Tourism Management for Hotel Management students.

CORE COMPETENCIES:

- Travel agency & Tour operation Management
- Airport Management
- Customer Service
- Hotel & Restaurant Management
- Cargo Management
- Tourism Planning & Destination Development
- Foreign currency

JOB PROFILE:

Branch head – Al Jazira Exchange, Dubai, U A E.

Operational Role:

- Ensure that timely and quality service is rendered to all the customers.
- Strictly adhere to the operational guidelines as issued by the Executive Board.
- Educate the associate on each operational processes and procedures, any new associate joining the branch to be advised to go through the orientation to ease the procedure of learning operations and other branch activities.
- Ensure that all safety and control measures are being implemented in the branch.
- Financing Activities and 'Know Your Customer' Procedures.
- Ensure that the confidentiality of the system login credentials provided is not lost among all the staff in the branch.
- Logging into the system only using the ID and password provided to them by the IT department
- Password provided is changed at frequent intervals.
- While moving out of the counter the staff has logged out of the system.

HR Role:

- Evaluate all branch associate and ensure that they are aware of customer service standards and all AEX services/products and its activities.
- Motivate and counsel employees to maintain consistent high-performance standards and efficiency.
- Conduct performance appraisal of all the associates as required and forward summary to Divisional Manager.
- Plan and chart the annual leave forecast of Branch associate and forward to Divisional Manager.
- Delegate tasks and issue Key Result Areas for appraisal to AEX associates.

Business Role:

- Initiate and lead liaison work (representing the branch) with prospective/existing customers (Corporate customers)
- Conduct periodic market intelligence and escalate market feedback to the senior management.
- Make sure that all marketing materials and visuals are placed in vantage positions to derive maximum mileage.

Senior Sales Consultant (Supervisor) – UAE Exchange Centre, U A E:

- Assisting less experienced Sales Representatives in answering technical questions posed by customers during outbound telephone calls.
- Providing support to less experienced Sales Representatives as needed.
- Identifying potential customers through networking initiatives, cold-calling, and email communications.
- Preparing and delivering sales presentations to potential and existing customers.
- Preparing regular sales reports as well as sales territory plans.
- Researching competitors' products, pricing, and product success to determine customer preferences.
- Developing innovative sales strategies to achieve sales goals.
- Promptly submitting customers' purchase orders to the relevant department for processing.
- Resolving customer complaints in a timely and professional manner to maintain customer loyalty.
- Expanding industry knowledge by attending educational workshops and reading professional publications.

Cashier cum Teller - UAE Exchange Centre, U A E:

- Count the cash in their drawer at the start of their shift.
- Accept checks, cash, and other forms of payment from customers.
- Answer questions from customers about their accounts.
- Prepare specialized types of funds, such as traveler's checks, savings bonds, and money orders.
- Exchange dollars for foreign currency.
- Order bank cards and checks for customers.
- Record all transactions electronically throughout their shift.
- Count the cash in their drawer at the end of their shift and make sure the amounts balance.

Asst. Professor, Oriental Group of Educational Institution:

- Training students on all spheres of Tourism Management.
- Conducted workshops organized by 'The Kerala State Women's Development Corporation & 'Department of Social Welfare, Government of Kerala'
- Held seminars on '**Tourism & Water: Protecting our common future**' at inter-university levels.
- Presented research paper '**Wayanad Tourism Economy since 1991**'
- Authored publications for '**Bharatha Pathrika**' – the first trilingual monthly from Kerala.
- Planned and conducted formal trainings for undergraduate students.

Executive Travel Consultant:

- Supported clients via phone & email.
- Developed knowledge & experience in all areas of operations for full-service travel agencies.
- Processed exchanges and refunds for airline tickets
- Determined customer needs and provided world-class services to leisure, corporate and group travel customers
- Aided clients with matters regarding passports and visas
- Building strong client relationships.

CAREER HISTORY:**Branch Head**

Al Jazira Exchange, Dubai, U. A. E.

Feb. 2022 – Till date

Senior Sales Consultant (Supervisor)

UAE Exchange, Sharjah, U.A.E

Dec 2015 – Jan.2022

HR Executive

Keystone L.L.C., Ras Al Khaimah, U. A. E.

Dec 2014 - Dec2015

Asst. Professor

Dept. of Tourism & Travel Management
Oriental Group of Educational Institutions, Wayanad, Kerala

July 2014 - Nov 2014

Executive Travel Consultant

Fayedha Travel Agency, Kozhikode, Kerala

May 2012 – June 2012

PROJECT EXPERIENCE:

- Customer satisfaction in a Travel Agency
 - Alternative Tourism concept with special reference to Kuruva Island with Vettathoor.
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PROFESSIONAL QUALIFICATIONS:

- **Passed CRCMP** (Certified Risk and Compliance Management Professional) examination on Oct. 2022.
 - **Master of Tourism Administration** with **1st rank** in University of Calicut from Pazhassi Raja College, Pulpally, Wayanad.
 - **Bachelor of Arts, Travel & Tourism Management (BA TTM)** with **1st rank** from Providence Women's College, Calicut.
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COMPUTER SKILLS:

- MS OFFICE (2007-2013)
 - DTP
 - Network Accesses
 - C++
 - Authorized Certification on computer operational skills by Kerala State IT Mission (KSITM)
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PERSONAL PROFILE:

Date of Birth	:	17 th June 1991
Nationality	:	Indian
Gender	:	Female
Religion	:	Christian
Marital Status	:	Single
Present Location	:	Sharjah – U. A. E.
Languages	:	English, Hindi, Urdu, Arabic, French & Malayalam.

REFERENCE:

Will be published upon request.