



SKILLS

- Transformational leadership
- Training and Mentoring
- Service management
- Customer rapport
- Excellent communication skills

EDUCATION

03/1999

ITES Indian technical Education society | Cochin Diploma in Fire Engineering

08/2000

ITES Indian technical Education society | Cochin Industrial Safety Management

03/2002

NIIT Bangalore

Diploma in Computer E Web programming and Information Technology Along with Hardware installation

LANGUAGES

English, Malayalam, Hindi, Tamil

Tony James P J



+971 563497738



tonyjamespj971@gmail.com



Sharjah

PROFESSIONAL SUMMARY

Experienced Technical Engineer and Pre-sales professional and with over 20 years in business integration. Proven expertise in improving service quality and driving customer satisfaction. Successfully led logistics operations, expanding business from a single outlet to 7 branches. Strong leadership, training, and communication skills, consistently delivering results through a customer-centric approach.

WORK HISTORY

07/2013 - Current

Sales and Logistics Manager

J S Vegetables | Cochin Kerala India

- Sales consultant and advisor.
- Logistics Supervision.
- Accounts and Billing In Charge
- Led the business expansion from 1 to 7 outlets increasing the revenue by over 200% over the years

07/2005 - 04/2010

Regional Technical Service Manager

Citius Technologies | Calicut Kerala India

- Strategic Planner in implementation of service center and customer support.
- Supervised and trained customer service team members to provide exceptional client care.
- Addressed customer issues with compassion and professionalism, ensuring swift, successful resolution.

02/2004 - 07/2005

Sales Staff

Positive Systems Cochin Kerala India

Sales staff for the Malabar region Kerala India

Other Achievements

Developed leadership and discipline through training onboard Indian Naval Ship INS Tir and National Cadet Core camps, contributing to a strong foundation in teamwork and responsibility.