



Vandana Jubin

I am an energetic and ambitious person who has developed a mature and responsible approach to any task that I undertake, or situations that I am presented with. As an engineering graduate with experience in operations management and customer service, I am excellent in working with others to achieve a certain objective on time and with excellence. In addition, I am an innovative entrepreneur with over 3 years of experience in business leadership and development.



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Flat No. 314B, Building 332
Road 1011, Block 310, Salmaniya, Bahrain



Work Experience

Entrepreneur | June 2019 - Present

MinYM- Thrissur

- Created various chocolate recipes and developed product standards.
- Made chocolate from cocoa beans.
- Self-trained as a chocolatier: Produced handcrafted chocolates.
- Purchased supplies and keep-up-to-date with clients.
- Checked and studied from experts on how to not use artificial flavours and unhealthy ingredients in chocolate.
- Controlled inventory and ordered items per business need.
- Managed costs to ensure a certain amount of profit.
- Assisting customers with product knowledge and selection.
- Managed online and in-store sales.
- Established kitchen policies in areas of food handling, safety, and sanitation.

Operations Manager | September 2015 - October 2016

Career Mentorz- Thrissur

- Identified the key result areas to achieve the goals of the management.
- Identified the key performance indicators and motivated the team to overcome the hurdles to achieve the targets.
- Ensured that the organization is running a smooth and efficient service that meets the expectation and needs of internal as well as external customers.
- Trained and supervised new employees.
- Tracked and measured staff performance in accordance with the performance indicators.
- Screened candidates by conducting first-level interviews for clients.



Achievements

- Promoted as Operations Manager within a month of joining as a Career Mentor taking my performance into account.

Customer Care Manager |March 2011 - March 2012 Popular Vehicles and Services Ltd- Chalakudy

- Ensured customer satisfaction by making sure that the customers received best of the class service.
- Controlled and coordinated the customer care team.
- Implemented and maintained service quality standards set by Maruti Suzuki.

Achievements

- Increased the Non- JDP score of the service centre by implementing and maintaining Service Quality Standards and thereby creating a good rapport with the customers.
- Secured third position in the all Kerala skill competition conducted by Maruti Suzuki.



Education

Advanced Diploma in Business Administration [78.75%] 2010 – 2011
Welingkar Institute of Management Development & Research Mumbai.

B.Tech in Computer Science and Engineering [58.79%] 2004 - 2008
SCMS School of Engineering and Technology Cochin – Mahatma Gandhi University.



Skills

AREAS OF EXPERTISE

- Operational management
- Business administration
- Chocolate recipe development
- Customer service management
- Customer satisfaction enhancement
- Performance management
- Complaint handling & resolution
- Front-end supervision
- Recruitment
- Sales
- Website Designing
- Adobe Photoshop
- Canva



PERSONAL SKILLS

- Decision making
- Leadership
- Teamwork
- Self-motivation
- Flexible
- Quick learner
- Excellent at multitasking



Personal Info

- DOB: 10-11-1986
- Gender: Female
- Marital Status: Married
- Nationality: Indian



Languages Known

- English
- Hindi
- Malayalam



Key Skills and Competencies

- Proven ability to lead, motivate and build successful teams.
- Team leading & people development skills.
- A pragmatic approach to getting the required results
- Superb organizational and administrative skills.
- Encouraging, identifying and developing best practice strategies.



Referrals

<https://www.minym.in>
