Midhu Mariam Joy

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# PROFILE

A seasoned professional with over 15 years of varied experience spread across different

industries-FMCG, Training & Education,Telecom and NGO's.

Positions held : Operations Manager / Senior Marketing Specialist / Business Analyst/Brand Administrator / Training Instructor / Customer Care Officer Career

Objective: To secure a challenging position in a professional organization where my knowledge, skills and experience can be utilized for mutual advancement and growth.

# CORE QUALIFICATIONS

* Procedure development
* Systems implementation
* Multi-unit operations management
* Analytical problem-solving
* Performance reporting
* Operational troubleshooting
* Workforce training and development
* Staff retention

# EXPERIENCE

**June 2022 - November 2022**  
**Operations Manager - The Study, Lecole International School,Pondicherry**•  Responsible for general operations and administration of the school, reporting directly to the Chairman  
•  Created a new Excel reporting system, amended the Standard Operating Procedures(SOP's) and executed normalization of staff salaries  
  
**June 2020 - May 2022 ( Part Time)  
Content translator** - Connect Arabia LLC | Chennai, India  
**Voice dubbing** in Malayalam for ad films.  
**Sub titles** in English for Malayalam short films

**Content creator, voice over and news reading services** for an online news channel, Trulies, which is part of Scottish Malayali online news portal ( Jan 2020 – May 2022).

**Voluntary Service** (since 2019)  
Book reading , recording and uploading for the visually disabled to an NGO named Hidden Voices

**December 2010 - December 2019**

**Senior Marketing Specialist / Brand Head Salam Studio & Stores Co. LLC** | Muscat, Sultanate Of Oman

* Brands handled: **L'oreal, Maybelline, Garnier, L'oreal Makeup**

Job profile:

* Pricing for Oman Market, including wholesale and retail prices
* Handling administrative responsibilities like filing, documentation and contract renewals
* Responsible to furnish weekly and monthly brand reports to principals in accordance with specific brand formats and requirements
* Optimize key accounts and in-house stores visual merchandising activities of the brands including new product launches
* Handling shipments, making FPOs and entering all relevant information in system and coordinating with warehouse
* Generating of GTNs for listing of new items in the outlets, and distributing samples to sales team
* Maintaining PLU for all SKUs with detailed description, barcode and supplier code
* Inventory control of fast and slow-moving brand variants and distribution of newly launched variants to different stores
* Coordinate & support the sales team for all their sales related requirements like providing necessary reports, merchandising materials, etc.

**April 2005 - July 2009**

**Customer Service / Telecom instructor Omanline Institute** | Muscat, Sultanate Of Oman

* Delivering the course to high standards to Omantel staff
* Liaising with other instructors to ensure quality training is given to students
* Preparing course materials and lesson plans
* Assessing the performance and progress of the students
* Preparing students' reports
* Counseling the students





## April 2003 – August 2003

## Trainer St. Mary' s College of Information Technology | India

* + Delivering the course to high standards
  + Liaising with other instructors to ensure quality training is given to students
  + Preparing course materials and lesson plans
  + Assessing the performance and progress of the students
  + Preparing students reports
  + Counseling the students

**April 2002 - April 2003**

## Customer Care Officer Escotel Mobile Communication, IDEA Cellular | India

* + Communicating the new schemes to customers
  + Handling customer queries and complaints
  + Interacting with Sales team and Collection agents, assisting to generate more sales and revenues
  + Tele calling for due's recovery

# EDUCATION

**Bachelor of Science | Electronics**

Mahatma Gandhi University, Kottayam, India

**Post Graduate | Applied Electronics** Bharatiar University, Coimbatore, India  
 Second rank in College and Fourth rank in university

# PG Diploma | Computer Applications, Arts Pondicherry University,India

# REFERENCES

Will be provided on request

# LANGUAGES

English, Malayalam, Hindi, and Tamil

# INTERESTS

Quizzing, Stitching, Glass / Fabric Painting, Baking & Scrabble