



# G JOEL

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**Location:** Dubai, UAE

## SUMMARY

A highly motivated and results-driven professional with a strong educational background in Aeronautical Engineering (B.E.) and Automobile Engineering (Diploma). Possessing extensive experience in customer relationship management with a proven track record as a Senior Relationship Officer and Customer Relationship Officer. Skilled in effectively managing customer interactions, identifying solutions, and building lasting relationships. Additionally, well-versed in technical operations and process management, having worked as an Operator. Currently seeking a dynamic role that combines technical expertise with customer-focused responsibilities in a growth-oriented organization.

## EDUCATION

### Bachelor of Engineering (B.E.) in Aeronautical Engineering

Lord Jegannath College of Engineering & Technology, Nagercoil  
Anna University, 2012

### Diploma in Automobile Engineering

M.G.P.T., Nagercoil  
Department of Technical Education (DOTE)  
Graduated: 2007

### Higher Secondary Certificate

St. M.G.H.S.S., Manalickarai  
State Board  
Graduated: 2005

### Secondary School Leaving Certificate

St. M.G.H.S.S., Manalickarai  
State Board  
Graduated: 2003

## SKILLS

- Financial Analysis
- Collections Management
- Client Engagement
- Conflict Resolution
- Sales Strategies
- Market Analysis
- Process Improvement
- Quality Control
- System Management
- Documentation Skills
- Interpersonal Skills
- Training and Development
- Analytical Thinking
- Adaptability
- Communication Skills
- Time Management
- Operational Skills
- Customer Relationship Management

## PROFESSIONAL EXPERIENCE

### Senior Relationship Officer

Muthoot Microfin Ltd | May 2016 – December 2024

- Managed collections and cash handling effectively, ensuring accurate financial transactions.
- Conducted sales activities to promote financial products and services, achieving sales targets consistently.
- Served as a credit officer, assessing loan applications and conducting due diligence.
- Oversaw document control processes to ensure compliance with regulatory standards.
- Distributed loans efficiently while providing excellent customer service.
- Engaged in system management to streamline operational processes.

### Customer Relationship Officer

OM Innovation, T-Nager, Chennai | February 2014 – March 2016

- Managed inbound and outbound calls to engage inactive customers and promote the activation of Airtel DTH services.
- Developed and maintained strong relationships with customers to enhance satisfaction and retention rates.
- Effectively communicated product features and benefits, addressing customer queries and concerns to facilitate decision-making.
- Collaborated with team members to meet and exceed monthly activation targets, contributing to overall company performance.

## LANGUAGES

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- English
- Tamil
- Malayalam

## PERSONAL INFO

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- Nationality: Indian
- Date of Birth: 03/02/1988
- Gender: Male
- Marital Status: Married
- Visa Status: Visit visa
- Passport No: C3037324
- Date of Expiry: 29/09/2034

## Operator

Woory Automotive India Pvt Ltd, Maraimalai Nager |  
July 2013 – January 2014

- Assumed control head responsibilities, overseeing operational processes to ensure efficiency and productivity.
  - Operated machinery and equipment according to safety guidelines, ensuring a safe working environment.
  - Maintained quality control standards throughout the production process, minimizing defects.
  - Collaborated with team members to meet production goals and deadlines.
  - Documented operational activities and reported any issues to management for timely resolution.
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