

Name

Ipe Payyoor Manoj



Nationality

Indian

DOB

16 / 07 / 1993



OBJECTIVE

To work with a dynamic organization where I can contribute myself to the benefit and profit of the organization and to carve a niche for myself in the industry where I could implement my technical and managerial skills and grow as a successful professional.

CONTACT

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CERTIFICATES

Click/Scan



WEBSITE

<https://ipemanoj.wixsite.com/my-site-1>



Institution

Date

Certificate

London School of Business and Finance, Singapore

2019

Post graduate diploma

Nippon Kerala Centre

2017

Japanese Language Course

Kannanthanam School of Tourism Studies

2015

(Canada) IATA/UFTAA Consultant Diploma Course

PSG College of Arts and Science Coimbatore

2015

B.Sc. Catering Science and Hotel Management

EXPERIENCE & RESPONSIBILITIES

• **Indus Land Group** – Education Manager, Head Digital marketing

[10-April-2023 to ongoing]

I started as an associate, but after designing the organization's website, I was promoted to Education Manager. I also developed AppScript codes for spreadsheets, leading to my role as part time Digital Marketing Manager.

• **Aster Dubai** – Customer Service Executive

[4-Aug-2019 to 30-Sep-2021]

Started out with the duties of a customer service executive which includes guiding the patient and updating the insurance so that the patient could avail our service, I did the closing most of the days by tallying the cash and updating the Accounts. When Covid 19 came to Dubai, I was entrusted with the entire Covid Section. Oversaw the clinic when all my superiors got inconvenienced by Covid 19.

• **Bachmann Japanese Restaurant, Singapore.** - Apprentice

[1-Sep-2018 to 31-March-2019]

I was responsible for providing excellent customer service, managing orders, and working as a cashier, and assisted in the daily tallying of the cash register, took care of the Restaurant when my superiors were unavailable.

• **Cochin International Airport -Kerala.** - Customer Service

[3-Nov-2016 to 31-Jul-2017]

I was responsible for updating boarding information, updating passenger manifests, managing deboarding, and handling transit passengers. I had to communicate effectively with other airport staff, ensure the safety and security of all passengers, make sure that passengers were able to disembark the plane safely and efficiently and provide information and assistance to transit passengers to make sure they could make their connecting flights on time.

• **BCD travels, Bangalore** -Customer Service, Emergency travel desk

[29-Mar-2016 to 1-Jul-2016]

I was responsible for working on the night shift emergency travel desk. My main duties included handling last-minute changes to travel itineraries, providing customer service, and handling emergency ticketing. My role involved working in a fast-paced, high-pressure environment, and required me to be able to think on my feet and provide quick solutions to customer's needs.

• **Zuri 5-star hotel, Kumarakom.** – Internship

[2-Dec-2013 to 30-Mar-2014]

I had the opportunity to work in various departments of the hotel, gaining valuable experience in the hospitality industry. My main responsibilities included working in the housekeeping department, concierge, and service. The skills I gained during my internship, such as customer service, housekeeping, and service, are skills that will serve me in future.

Languages

- English (IELTS 7.0)
- Malayalam
- Bahasa Indonesia
- N5 Level Japanese
- French (basic)

Skills

- Microsoft office
- Google Workspace
- People Skills
- Problem solving
- Wix – website tool
- SAP – Novice
- Tally - Novice