

ANDRIYAS K. MASIH

Customer Service Representative (CSR)/Administrative Assistant (AA)

A detailed and result-oriented Sales & Customer Service Professional with a strong work ethic who takes initiative, vibrant, team oriented, identifies problems and offers creative solution for implementation with over 06+ years of experience of sales driven environment with a strong focus on achieving individual and team based targets and also worked in the all facets of Customer Service, Counseling, Assisting, Training and Sales also specifically over one and a half year experience in Guidance & Training of and Trainees. Also have Passion about to train & guide people professionally.

Skills Include:

- Interact with the leadership team and departmental peers to arrange meetings, conference calls, diary schedules etc. with key colleagues and internal managers.
- Manage daily and weekly key information indicator statistics reporting.
- Prepare and issue minutes of meetings and assist with the follow up actions from meeting outcomes.

Experience

Feb 2013- Centre Head cum Customer Service Manager

-Present *BAFEL Academy, Port Blair (A & N Islands), INDIA*

- Managing complex calendar and can schedule with requirements.
- Making timely decisions using independent judgment on a regular basis in a proactive manner.
- Setting goals and concentrate to results driven with the ability to look at the bigger picture in order to proactively plan.
- Working closely with support staff, Finance and Human Resources, to build and secure support and resources for projects and initiatives.
- Act as administrator over team sites.
- Working independently with minimal direction.

Sep 2010- Office Administrator cum Customer Service Assistant

-May2012 *Perfection Academy of Skill Development. Port Blair, INDIA*

- Managed daily and weekly key information indicator statistics reporting.
- Prepared and issued minutes of meetings and assist with the follow up actions from meeting outcomes.
- Set goals and concentrate to results driven with the ability to look at the bigger picture in order to proactively plan.
- Worked closely with support staff, Finance and Human Resources, to build and secure support and resources for projects and initiatives.
- Carried out responsibilities in accordance with the organization's policies and procedures.

Aug 2008- Information Retrieval Officer (IRO)

-Oct 2008 *Just Dial India Pvt. Ltd; NOIDA, INDIA*

- Responsible for attending calls and providing information as requested by the caller, using a very user friendly Software.
- Ensured that appropriate information is provided while taking a call.
- Ensured that the duration of the call is within the standardized Average Time Taken (ATT) & Adhered to the quality norms

Education

Jul 2003- Maharshi Dayanand University, Rohtak, INDIA. September 2009

-Sep 2009 *Bachelor of Science; General Science*

Mar 2001- Board of School Education, Bhiwani, INDIA.

-Mar 2003 *Secondary & Senior Secondary School Certification (10+2); Science Stream*

Certification

- Certificate in Information Technology from **NIIT**.

Personal Info

Address

Fisheries Road
Near Pump House
Port Blair.
Andaman & Nicobar
INDIA .Zip: 744106.

Passport No : **S7720692**
Date of Expiry : **15-05-2028**
Date of Birth : **19 Sep 1980**

Phone

(India)+919531960630,
(India)+919679575916

E-mail

god.andrew@ymail.com

Linkedin

www.linkedin.com/in/andriyas-k-masih/

Skype

regionalcoordinator_iapt

Skills

Leadership 

Expert

Communication 

Skills Expert

Skill in MS Office 

Expert

Business Process 

Improvement Expert

Organizing Tasks 

Advanced

Strategic Planning 

Advanced

Languages

English 

Expert

French 

Intermediate

(September 2019)



Signature as **ANDRIYAS K MASIH**