



# Jayesh Kumar

## CAREER STATEMENT

I am an adaptable and well-organized professional with solid communication skills; I focus on clear interactions with clients to build essential and good professional relationships. I take the initiative in problem-solving and have worked independently and as a part of a team to achieve the goals of the business.

## WORK EXPERIENCE

Orca Atlantis Logistics (SMC-Private) Limited, Karachi, Pakistan—  
Operations Executive

December 2022 - August 2023

- Getting maximum documents for container shipments from shipping companies by convincing them about the company's economical rates, efficiency, and timely delivery of their shipments without any hassle.
- Mainly focused on clients and customer satisfaction and providing them with appropriate information about their shipments.
- Follow up with all existing clients for more purchasing inquiries.
- Reporting to Managing Director.
- Provided customer service at a sales/query counter and handled all walk-in customers.

Vän i Umeå, Umeå, Sweden— Assistant

June 2021- August 2022

- At the front desk, I warmly greeted guests, checked them in, and assisted with any inquiries they had during their stay. I ensured their comfort and needs were met, ensuring they had a positive experience and the safety and security of guests.
- In the accommodation department, I managed housekeeping, ensuring guest rooms and common areas were cleaned and well-maintained. I contributed to maintaining a comfortable environment for guests.
- I participated in planning and executing events and conferences, This involved assisting with event coordination, setting up venues, and ensuring everything ran smoothly during the events. I aimed to create memorable experiences for attendees.
- In sales and marketing, I was involved in promoting the hospitality services we offered, engaged with clients, promoted services, effective objection handling, and built strong relationships.

Coop, Umeå, Sweden—Supermarket assistant

June 2020- May 2021

- Delivered warm greetings and ensured exceptional customer service.
- I helped customers with questions, customer needs, or solving problems and located items.
- Managed inventory on the sales floor and back areas by stocking and organizing grocery shelves, bulk bins, pricing, frozen, dairy sections, and product quality by regularly scanning shelves for expired or damaged items and sometimes worked environments (lower temperature 22 Degrees) when required.
- Supported customers through self-service checkouts, transactions, or cash registers and provided receipts.

## EDUCATION

Govt.National College, Karachi— Intermediate

2017

(Pre-Engineering)

Habib Public School, Nazimabad Karachi— Matriculation

2015

(science group)

## DETAILS

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Visa status: Tourist

Nationality: Pakistani

Location: Dubai, UAE

## SKILLS

Direct sales	Communication
Creativity skills	skills
Multitasking	Team Leadership
Cashier	Time Management
Data Analysis	Interpersonal Skills
Report writing	Problem-solving
Email Marketing	Customer Service
Upselling and cross-selling	Negotiation Skills
	Microsoft Office (Excel, Word)

## LANGUAGE

English-Fluently

Swedish-Good knowledge

Urdu-First language

Gujarati-Mother Tongue