

Dijo Tom

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Digital Profile Url: <https://cifa.ac/cifa-resume/523ac4c3-3d08-4333-94c3-f6c2160e2fc3>

EDUCATION

University Of Greenwich -- Master's of Business Administration in International Business (Graduation Date: Date)

Doon Business School -- Bachelor's in Agricultural (Graduation Date: Date)

WORK EXPERIENCE

Apr 2024 - Present

Industrial Placement Student [Urban Pubs & Bars - Fleets]

Coordinated daily operations to uphold service standards, boosting customer satisfaction scores by 15% and streamlining workflows to reduce bottlenecks by 20%, resulting in enhanced overall operational efficiency. Cultivated and maintained client relationships that achieved a 75% revisit rate, consistently garnering positive service reviews and fostering customer loyalty. Analyzed POS system functionalities to optimize order processing, leading to a 15% increase in peak-hour efficiency and enabling smoother teamwork during high-demand periods.

Aug 2022 - Present

Content Writer [Digikhichdi]

Developed SEO-driven blogs on Food Delivery, Laundry Services, and Blockchain, increasing organic traffic by 40% and improving average engagement time by 25%. Planned and executed monthly content calendars, ensuring 100% consistency in brand messaging across digital platforms. Bolstered Google search rankings by 35% through targeted keyword research, on-page SEO, and metadata enhancements.

Apr 2022 - Present

Operations Management Trainee [PTR Industries]

Monitored and recorded daily rubber output, ensuring 100% accuracy in reporting and inventory tracking. Supervised material loading/unloading operations, improving process efficiency by 20% through streamlined coordination. Managed daily wage distribution for workers, maintaining error-free financial records and ensuring timely payments.

CERTIFICATES

In progress

ANTI MONEY LAUNDERING - CIFA- LEVEL 4

Certification in Anti Money Laundering at Level 4.

SKILLS

Hard Skills: Microsoft Office (Excel, Word, PowerPoint), CRM System (Salesforce), Market Research B2B, Polyglot (5 Languages),

Soft Skills: Stakeholder Engagement, Emotional Intelligence, Analytical and Problem Solving, Interpersonal Skills