



# Stebin Biju

Admin

+97471696455 | stebinbiju20@gmail.com

## Objective

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Experienced administrative and business development professional with a background in office management, customer-facing operations, and IT support. Previously worked with SRIT Bangalore and Dealskart Pvt. Ltd., developing strong organizational, communication, and problem-solving skills. Currently seeking to contribute my expertise in administration and coordination to support the operational excellence of Zaife Services and grow within a dynamic work environment.

## Experience

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- Zaife Services** 2024 -  
Admin  
Admin  
Zaife Services, Doha  
[January, 2025] – Present  
  
Manage daily administrative operations, ensuring smooth workflow and efficient communication across departments.  
Maintain accurate records, files, and documentation in compliance with company standards.  
Handle scheduling, correspondence, and office supply management.  
Support HR and finance teams with basic coordination and documentation tasks.  
Act as a liaison between management, staff, and clients to facilitate effective operations.
- SRIT Bangalore** 2023 - 2024  
Business Development associate  
Business Development Associate | SRIT Bangalore  
  
As a Business Development Associate at SRIT, Bangalore, I was responsible for identifying and developing new business opportunities, building client relationships, and driving revenue growth. My key responsibilities included:  
  
Conducting market research to identify potential clients and industry trends.  
Generating leads and reaching out to prospects through calls, emails, and meetings.  
Presenting company services and solutions to clients, tailoring offerings to their needs.  
Negotiating contracts and closing deals to achieve sales targets.  
Collaborating with internal teams to ensure seamless service delivery.  
Maintaining a strong sales pipeline and regularly updating CRM systems.  
  
During my tenure, I contributed to increasing client acquisition and expanding business opportunities for the company.
- Dealskart Pvt Ltd India** 2024 -  
Customer facing operations  
Customer Facing Operations | Dealskart Pvt Ltd, India  
(Month/Year – Month/Year)  
  
At Dealskart Pvt Ltd, India, I was responsible for handling customer interactions, ensuring a seamless shopping experience, and managing operational processes to enhance customer satisfaction. My key responsibilities included:  
  
Assisting customers with inquiries, purchases, and issue resolution to improve overall satisfaction.  
Managing order processing, tracking, and coordination to ensure timely deliveries.  
Handling customer complaints and providing effective solutions to enhance retention.  
Collaborating with internal teams to streamline operations and improve service efficiency.  
Maintaining accurate records of customer interactions and transactions.  
Implementing feedback mechanisms to enhance customer experience and operational workflows.

My role contributed to improving customer engagement, increasing repeat business, and optimizing daily operations for better service delivery.

## Education

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- **Manglore University** 2022  
Bachelor of Computer Application
- **Lenskart academy** 2023  
Business Development

## Skills

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- Excellent Customer Service
- Product knowledge and Demonstration
- Visual merchandising
- Strong Communication & Active Listening
- Inventory management and stock control
- Sales and negotiation techniques
- Cash handling and transaction processing
- Problem-Solving & Conflict Resolution
- Time Management
- Adaptability & Multitasking

## Achievements & Awards

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- Exceeded Sales Targets – Consistently achieved or surpassed monthly and quarterly sales targets, contributing to revenue growth.
- Improved Customer Retention – Strengthened client relationships, leading to higher customer retention and repeat business.
- Increased Customer Base – Expanded the customer network by acquiring new clients and retaining existing ones.

## Interests

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- Reading
- Traveling
- Networking & Public Relations