

RESUME OF MS JAYA NAIR

Ms. Jaya Nair

Mobile: +91 9620540509 | Email: nairj2015@gmail.com

Location: 937, HRBR 1st Block, Kalyan Nagar, Bengaluru, Karnataka 560043.

PROFESSIONAL SUMMARY:

Experienced and empathetic professional with over 20 years in customer service, client engagement, and team leadership across diverse industries such as airline, travel and real estate. Known for building trust, resolving conflict with empathy, and creating structured, supportive environments. While not a trained educator, I am currently volunteering with young children in an informal setting, which has further deepened my interest in contributing to child development and student wellbeing. Open to roles that support student life, parent communication, and community well-being in a school environment.

CORE COMPETENCIES:

- Conflict Resolution & Mediation
- Crisis Handling & Emotional Support
- Structured Supervision & Guidance
- Communication & Interpersonal Skills
- Empathy, Patience & Active Listening
- Cross-Cultural Sensitivity
- Team Leadership & Collaboration
- Structured Routines & Accountability
- Strong passion for helping people
- Learning Agility & Growth Mindset
- Technical Skills - CRM Tools (SugarCRM, SuiteCRM), MS Office Suite (Word, Excel, PowerPoint)

PROFESSIONAL EXPERIENCE:

Senior Manager, Inside Sales (Real Estate Investment Specialist)

SmartOwner Services India Pvt. Ltd., Bengaluru, India | April 2015 – March 2023

Job Role:

- Led customer engagement initiatives for NRI and resident clients, managing over 500 accounts.
- Recognised for strong interpersonal skills and conflict resolution in high-pressure environments.
- Collaborated cross-functionally to ensure smooth client communication and high satisfaction.
- Served as a key contributor managing end-to-end client relationships in a fast-paced real estate investment / fintech environment.
- Handled complex client interactions with professionalism and empathy, ensuring satisfaction and trust across diverse portfolios.
- Frequently entrusted with mentoring new team members during their onboarding

phase, providing guidance on processes and client engagement.

- Demonstrated strong ownership, adaptability, and consistent follow-through in managing client needs and sales processes.
- Resolved high-stakes client issues with calm, strategic problem-solving.

Manager, Sales & Key Account Management

Kingfisher Airlines Ltd., Bengaluru, India | November 2005 – January 2011

Job Role:

- Managed corporate and travel agency accounts and led initiatives to improve customer experience and team performance.
- Delivered high-touch client support and built long-term relationships with key stakeholders.
- Led a high-performing team handling sales and customer support across domestic and international markets.
- Mentored and coached team members, promoting a respectful and collaborative work culture.
- Handled sensitive client escalations with professionalism and empathy, preserving relationships and ensuring satisfaction.
- Promoted accountability and consistency in team performance, with a focus on values such as integrity, responsiveness, and clear communication.
- Interacted with customers from various age groups and cultural backgrounds, including minors and families.

Branch Manager - Customer Service & Operations Leadership

PL Worldways Ltd., Bengaluru, India | August 1999 – October 2005

Job Role:

- Supervised a 35-member team, improving client service delivery and internal coordination.
- Led operations with a focus on personalised customer care and efficient service resolution.
- Assisted clients with detailed planning of travel itineraries, ensuring every element of their journey was well-managed.
- Interfaced with a wide range of clients including families, children, and corporate travellers, adapting communication styles as needed.
- Developed long-term client relationships through attentive service and personalised care.
- Honed organisational skills and attention to detail while handling logistics and bookings.

Senior Executive - Customer Service & Travel Operations Specialist

Thomas Cook India Ltd., Bengaluru, India | January 1993 – August 1995

Job Role:

- Worked closely with corporate business travellers, individual travellers and families, ensuring their needs and preferences were well understood and met.
- Provided guidance, reassurance, and detailed planning support.
- Coordinated with airlines, hotels, and service providers to ensure seamless customer experiences.
- Resolved customer inquiries and escalations efficiently, ensuring a smooth travel

experience.

Sales Executive -

Rosemount India Ltd., Mumbai, India | June 1990 to December 1992

Job Role:

- Represented the company at trade exhibitions, conferences, and industry events to expand business opportunities and strengthen relationships.
- Negotiated contracts and advertising packages, ensuring mutually beneficial agreements that maximized revenue and client satisfaction.

VOLUNTEER EXPERIENCE:

Home Tutor (English & Math) | April 2023 – Present

Role:

- Supporting young children (ages 5 to 9) from financially disadvantaged backgrounds with basic English and Math skills in a home setting.
- Helping create a consistent, caring, and structured learning environment.
- Offer guidance and support to help improve their confidence and interest in learning.

EDUCATION:

Post-Graduate Degree: MMS (Master of Management Studies) - Specialised in Sales and Marketing Management - April 1990. Mumbai University, Mumbai, INDIA.

Graduate Degree: B Sc (Bachelor of Science) - April 1986. Mumbai University, Mumbai, INDIA.

ADDITIONAL INFORMATION:

- **Languages:** Fluent in English and Hindi (written and spoken); Malayalam (native)
- **Nationality:** Indian | **Work Authorization:** India | **Date of Birth:** 28th May 1966.