

# PRINAL MINOR JAKARIYA

## Profile

Having a total of 5 years of experience in the operations domain, I am currently seeking a new challenge to enhance my career growth. Over these years, I have developed the necessary skills to efficiently tackle organizational tasks. I possess high proficiency in multiple languages, with French being my major strength in the corporate world. I aim to deliver quality work and foster a learning and positive environment around me.

Currently residing in India looking for a new challenge where I can utilize my knowledge and contribute to innovative projects within an international setting. I consider myself a sociable and respectful person. With a positive attitude, punctuality, motivation, and strong interpersonal skills, I aim to harness my abilities and enthusiasm in your organization. I am ready to take on the challenge.

## Experience

- **Teleperformance, Mumbai, THANE , January 2025 - june 2025**

### Hopper French - English

Provided exceptional customer support to French-speaking users of Hopper, a travel booking application for flights, hotels, and car rentals. Addressed customer inquiries through chat and email, assisting with booking modifications, cancellations, refunds, and general travel-related questions.

- **World Trade Center Vision Madagascar group, January 2023 - June 2024**

### Marketing Communication Manager

Daily monitoring of calls for tenders for WTC support in article writing, translation of tenders into English, preparation of posters, creation of greeting cards, distribution of greeting cards to companies and suppliers, content creation and promotion of activities on social networks, participation in internal communication processes, and execution of a process for requesting quotes, purchases, decorations, posters, and invitations, as well as outreach to service providers for price comparisons.

- **Cosmos, Ankorondrano, Antananarivo Madagascar March 2021 - June 2021**

### After-sales service manager

Welcome individuals entering the building. Address customer inquiries for information. Manage emails, phone calls, and transfers from recipients. Oversee couriers via calls or SMS. Create invoice bands for devices entering and exiting. Organize and archive documents.


- **Teleperformance, Ankorondrano, Antananarivo, Madagascar , March 2020 - February 2021**

### Customer Advisor at Bouygues Telecom


Respond to customer inquiries from the site. Oversee customer relations. Address customer requests. Suggest solutions tailored to the situation. Handle various administrative tasks for the customer.



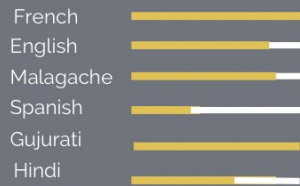
## Contact

 Phone  
+261 32 84 372 50 / +91 6352479393

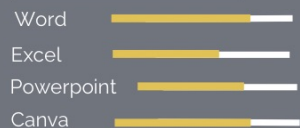
 Email mkprinal@gmail.com

 Address LODHA UPP THANE- DOMBIVLI LINK RD, OFF MUMBAI - NASHIK EXPRESSWAY, ANJUR, MUMBAI, SARANG, MAHARASHTRA 421302

## 07 LANGUAGES



## Skill



## Education

- Brevet
- **Ankadilalana College, France. 2017**
- Baccalaureate STMG with honors: Satisfactory
- **Ankadilalana College, France. 2020**

Bachelor's Degree in Marketing Communication  
Excellent mention

- **ISCAM (Higher Institute of Communication, Business and Management. 2023**

Google Digital Marketing Fundamentals Certificate  
in Digital Workshops

- **ISCAM (Higher Institute of Communication, Business and Management. 2024**

Master in Communication Marketing  
Excellent mention