

# ALBI KS

## CAREER OBJECTIVE

To secure a challenging position in a reputed organization and explore various opportunities to use and enhance my knowledge and skillset while making a significant contribution to the success of the company.

## EXPERIENCE

Aug, 2016 to Sep, 2017

### TELESALES EXECUTIVES

CUSTOMER SUPPORT EXECUTIVE

- \*Create customer care protocol
- \*Acknowledging and resolving customer complaints
- \*Handling customer complaints
- \*Responding to customer reviews
- \*Relationship building
- \*Resolving issues and troubleshooting technical problems
- \*Select and hiring new staff
- \*Ensure customer satisfaction

Feb, 2018 to Nov, 2020

### ASSISTANT SALES MANAGER

HINDUSTAN POWERLINKS

- \*Direct Sales and Marketing(D2D)
- \*Tele Sales and Marketing
- \*Coordinate daily customer service
- \*Monitor and maintain store inventory
- \*Communicate with clients and evaluate their needs
- \*Suggest sales training programs and techniques

Oct, 2021 to Present

### SECURITY ADMIN & SECURITY GUARD

World Security - Dp World

- \*Administration
- \*Safety and Security
- \*Customer Services

## REFERENCES

AVAILABLE UPON REQUEST



## CONTACT



albiks111@gmail.com



+971-502546635



South Accomodation, Jebel Ali (Jafza)

## EDUCATION

May, 2012 to Jun, 2016

**B- Tech Degree( Course Completion Only)**

KVM CE& IT

May, 2010 to May, 2012

**Higher Secondary**

GBHSS Vaikom( Kerala State Syllabus)

## SKILLS

- Customer Service
- Computer- MS Office (Excel,Word,PowerPoint,Outlook)
- Data Entry (30-35 WPM)
- Active listening
- Time Management
- Communication
- Problem Solving

## INTERESTS

- Sports
- Automobiles
- Music
- Social Media
- Sales

## LANGUAGES

English

Malayalam

Hindi

Tamil