

# AKHIL P V NAIR



## Contact

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Address  
Al Quoz - 4, Dubai

## Education

2013  
BSc Computer Science  
University Of Kerala

2010  
Higher Secondary  
Kerala State Board

## Expertise

- Customer Management
- Incident Management
- Sales Analysis
- Team Management
- Reports
- Process Adherence

## Key Skills

- Communication skills
- Customer Service skills
- Creative thinking skills
- Collaboration skills
- Inclusive Leadership skills
- Quick Learning

## Career Objective

Seeking a challenging position to leverage my substantial experience and adaptability in new situations, along with my strong customer management and incident management skills, to contribute effectively towards the individual and team contributions leading to the success of assignments and projects in the organization I work for.

With a strong background in managing staff, handling customer complaints, and overseeing inventory, I aim to utilize my six or more years of industry experience in IT incident management and retail banking to deliver excellent results and provide exceptional customer assistance.

## Experience

2022 - 2023

Classic Fashion Apparel Industry Ltd.co | Jordan

### Store Assistant

- Greet and assist customers in a friendly and professional manner.
- Maintain a tidy and organized store environment.
- Maintain receipts, records, and withdrawals of the stockroom.
- Keep records of items shipped, received, or transferred to various locations.
- Supervise internal store team.
- Create Purchase Order.
- Create GRN reports using Trendz application.
- To collate the daily stock and purchase information in POS.
- Process sales transactions accurately and efficiently.
- Assist in inventory management and stock replenishment.
- Provide product recommendations and answer customer inquiries.
- Trendz Application Analysis/All Products.

2017 - 2022

Add To Cart | Thiruvananthapuram

### Proprietor

- Oversee the day-to-day operations of the business.
- Setting goals and objectives and ensuring stock replenishment and sale.
- Analyse financials and business metrics to identify opportunities for growth and improvement.
- Develop and maintain key relationships with customers, suppliers and other stakeholders.
- Develop and implement strategies to improve efficiency and productivity, while maintaining quality standards and customer satisfaction.
- Supervise the fund management to ensure optimal utilization of the limited resources.
- Monitor and adjust marketing strategies to ensure maximum visibility and ROI.
- Ensuring an overall satisfactory customer service experience.

## IT Skills

- MS Excel
- MS Word
- MS PowerPoint

## Applications

- Trendz (CRM)
- OTRS (Ticketing - Incident Management)
- Nagios (Monitoring)
- pUTTy (Issue Analysis- Linux)
- SQL (Reporting)

## Language

- English
- Hindi

## Personal Info

Nationality : Indian  
Date Of Birth : 25-03-1993  
Gender : Male  
Marital Status: Single

2016 - 2017

Muthoot Finance Private Ltd | Thiruvananthapuram

### Junior Relationship Executive

- To support the clients to right decisions with their investments.
- Prepare KYC reports using CRM applications.
- Providing the product and financial services on offer to them.
- Handling customers, maintaining good relationships with clients & maintaining customer accounts by handling bulk cash.
- Handling walk-in enquiries & supporting customers at branch for KYC & documentation up keeping.
- Managing accounting transactions and follow up on interest collection and NPA accounts.
- Perform marketing activities, gold appraisal, achieving targets.
- Bookkeeping, fund management, account operations and fund reconciliation.
- Prospecting and identifying new leads and pitching to the clients.

2014 - 2015

FLYTXT | Thiruvananthapuram

### Executive - Service Desk

- Perform the incident management process and support team members involved in resolving the incident.
- Prioritizing the incidents according to their urgency and influence on the business.
- Responding to a reported service incident, identifying the cause and initiating the incident management process.
- Monitor and follow up incident analysis, assess/change/campaign/platform readiness identify the key stakeholders, clients and share RCA/Maintenance notifications/Update.
- Prioritize and assign the issues in multiple opco, CVM platforms and manage platform related request sent by stakeholders with 100% SLA and process adherence.
- Communicating effectively with internal stakeholders and client's regarding major issues or platform activities.

## Declaration

I hereby declare that the above furnished information is true and correct to the best of my knowledge and belief.