

ARUN KUMAR

Customer Service Specialist

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Dubai, UAE

SUMMARY

Customer Support / Logistics / Supply Chain Specialist with over 10 years of extensive experience in managing customer accounts and overseeing logistics operations. Adept at handling complex customer inquiries, ensuring timely and accurate shipment deliveries, and enhancing overall customer satisfaction. Proven track record of implementing effective customer service strategies that drive client retention and business growth using CRM systems to manage customer data and improve service efficiency. Recognized for exceptional problem-solving abilities, outstanding communication skills, and the ability to build and maintain strong client relationships.

EXPERIENCE

05/2023 - Present

Al Khobar, Saudi Arabia

Customer Service Specialist

ESAB Saudi Trading Co.

- Serve as the primary point of contact for customer inquiries, providing prompt and professional responses to ensure high levels of customer satisfaction
- Manage over 100 customer accounts, including setting up new accounts, maintaining accurate records, and ensuring all customer information is up to date
- Address and resolve customer issues related to delivery, billing, and account management, ensuring a swift and effective resolution
- Coordinate with logistics and supply chain teams to ensure timely and accurate delivery of customer shipments
- Develop and maintain strong relationships with key customers, understanding their needs and providing tailored solutions to enhance their overall experience by 15%
- Monitor and track shipment statuses, proactively communicating any delays or issues to customers and providing alternative solutions when necessary

11/2017 - 04/2023

Dubai, United Arab Emirates

Senior Customer Support Coordinator

Esab Middle East FZE

- Analyze customer feedback and shipment data to identify trends and areas for improvement, implementing strategies to enhance service quality and efficiency
- Collaborate with sales and operations teams to streamline processes and improve overall customer service and delivery performance by 10%
- Utilize Customer Relationship Management systems to manage customer interactions, track service requests, and update account information
- Ensure compliance with company policies and procedures related to customer service and logistics operations for Gulf Region handling import and export
- Prepare and present regular reports on customer service metrics, delivery performance, and account management activities to senior management

03/2017 - 11/2017

Dubai, United Arab Emirates

Client Relationship Management Executive

Aramex Emirates LLC

- Handled key clients, managing and nurturing long-term relationships to ensure high levels of client satisfaction and loyalty
- Regularly communicate with clients to understand their needs, provide updates, and gather feedback to continuously improve services and products
- Develop and implement strategic account plans tailored to each client's business objectives and growth goals
- Monitor client account performance and usage, identifying opportunities for upselling and cross-selling additional products or services

EXPERIENCE

04/2015 - 03/2017

Dubai, United Arab Emirates

Customer Support Associate

Aramex Emirates LLC

- Conduct regular client reviews and performance assessments, preparing detailed reports on account status, service utilization, and client feedback
- Negotiate, renew, and manage client contracts, ensuring all terms and conditions are met and addressing any contractual issues proactively
- Coordinate and oversee the execution of client projects, ensuring timelines and deliverables are met to achieve project success
- Provide training and support to clients on new products, services, and system updates to enhance their experience and engagement

EDUCATION

09/2017 - 11/2018

Dubai, United Arab Emirates

Master of Business Administration in Business Management

Swiss Business School

08/2010 - 12/2014

Karachi, Pakistan

Bachelors Degree in Commerce (B.com)

Karachi University

TRAINING / COURSES / CERTIFICATION

Procurement and Logistics Certificate

Disaster Ready.org

Customer Service Skills Training

Spearhead Training

Generative Artificial Intelligence (AI) in Supply Chain

LinkedIn Learning

Lean Six Sigma Foundations

Project Management Institute Inc

Project Management

International Business Management

SKILLS

Artificial Intelligence	Crm	Customer Relationship Management		UAE Driving license	
Swift Decision-Making	Team Leadership	Communication	Problem-Solving		Customer Support
Order processing	Negotiation	Customer Retention	Service Improvement		Time Management
Process Improvement	Documentation Handling		Logistics / Supply Chain		Data Analysis
Business Development	MS Office	Coordination	Planning	Freight Handling	
Interpersonal Skills	Adaptability				

STRENGTHS



Exceptional Customer Service

Consistently delivered outstanding and professional customer service, exceeding client expectations and enhancing customer satisfaction.



Client Relationship Management

Proven expertise in cultivating and managing client relationships, serving as the primary point of contact for inquiries and complaints.