



Arun Raji Vijayan

Date of birth: 31/03/1998 | **Nationality:** Indian | **Gender:** Male | **Phone number:** (+971) 543977154 (Mobile) | **Email address:** aruncasp98@gmail.com |
Address: Trade Center - DIFC, Sheikh Zayed Road/ alattar building , 02260, Dubai , United Arab Emirates (Work)

● ABOUT ME

Results-oriented Customer Service and Sales Representative with 3 years of experience in providing exceptional service while driving sales growth. Proven ability to build strong customer relationships, handle inquiries, resolve issues, and meet or exceed sales targets. Seeking to leverage my skills and experience to contribute to company success.

● WORK EXPERIENCE

10/06/2023 – CURRENT Dubai , United Arab Emirates

GUEST RELATION AGENT GEVORA HOTEL LLC

- Facilitated guest check-ins and check-outs, and provided concierge services, including booking reservations and arranging transportation.
- Responded to guest inquiries and resolved issues related to accommodations, amenities, and services.
- Collaborated with housekeeping and maintenance teams to address and resolve guest concerns promptly.
- Assisted in organizing and coordinating special events and functions, ensuring a seamless experience for guests.
- Conducted follow-up calls and surveys to gather feedback and ensure that guests' expectations were met or exceeded.

Business or Sector Other service activities | **Department** Front office | **Email** gevorahotels@gmail.com |

Website <https://www.gevorahotel.com>

01/09/2022 – 28/02/2023 Dubai , United Arab Emirates

CUSTOMER SERVICE CUM SALES REPRESENTATIVE DAFFLE TRADING LLC

- Engaged with customers to understand their needs, provide product recommendations, and close sales, resulting in a 100% increase in monthly sales.
- Handled customer feedback and complaints professionally, resolving issues to maintain customer loyalty and satisfaction.
- Provided high-quality support to customers, resolving inquiries and issues promptly while maintaining a positive service experience.
- Processed orders, returns, and exchanges efficiently, ensuring accurate transactions and timely fulfillment.
- Trained new team members on customer service protocols and sales techniques, enhancing team performance and efficiency.

Business or Sector Other service activities | **Department** Front Desk | **Email** daffletrading@gmail.com |

Website <https://www.daffletrading.com/>

● EDUCATION AND TRAINING

11/08/2016 – 30/04/2019 Kannur, India

BACHELOR OF COMMERCE (B.COM) Kannur University

Website <http://www.kannuruniversity.ac.in/> | **Field of study** Arts and humanities | **Level in EQF** EQF level 1

● **COMMUNICATION AND INTERPERSONAL SKILLS**

Interpersonal Skills

- Teamwork
- Motivation
- Active listening
- Leadership
- Positive Attitude

Communication Skills

- Customer service excellence
- Embrace feedback
- Empathy
- Be accessible to all guest

● **MANAGEMENT AND LEADERSHIP SKILLS**

Management Skills

- Decision Making
- Problem Solving
- Communication
- Delegation
- Time Management

● **LANGUAGE SKILLS**

Other language(s): **ENGLISH** | **MALAYALAM** | **HINDI**

● **DIGITAL SKILLS**

Outlook | Social Media | Zoom | Microsoft Office

● **HONOURS AND AWARDS**

14/08/2024

Employee Of the Month – Gevora Hotel LLC

Thank You & Regards

Dubai