

RESMI C SURESH

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EXPERIENCE

2021-2023

CUSTOMER RELATION EXECUTIVE
LULU INTERNATIONAL PVT LTD

- Constructive Mindset: Consistently upholds a professional, empathetic demeanor, which has resulted in a 95% customer satisfaction rate over the last 24 months.
- Issue Resolution: Resolved customer complaints and issues efficiently, achieving a 90% first-contact resolution rate, and minimizing escalations and follow-ups.
- Database Management: Accurately maintained customer records and interactions in CRM systems, improving data integrity by 20% through detailed documentation and regular audits.
- Complaint Tracking: Processed a high volume of customer complaints, reducing response time by 25% and ensuring timely, effective resolutions.

2019-2021

CASHIER
LULU INTERNATIONAL PVT LTD

- POS System Operation: Managed Point of Sale (POS) systems, including cash registers, barcode scanners, and credit card machines, ensuring 100% accuracy in transactions and handling daily cash balances.
- Payment Management: Managed various payment methods, such as cash, credit/debit cards, checks, and digital wallets, maintaining an error rate of less than 0.5% in transaction discrepancies.
- Speed and Efficiency: Consistently processed customer transactions quickly, reducing average checkout time by 15% during peak hours.
- Data Interpretation: Addressed and resolved issues such as pricing errors, declined cards, and customer complaints, resulting in a 90% issue resolution rate on the first interaction.

2018-2019

DATA ENTRY
EMMAY PROJECTS (LULU'S INTERVIEW OFFICE)

- Entered passport details of interview holders with 99% accuracy in the system.
- Coordinated follow-up calls to confirm and resolve data discrepancies, reducing processing delays by 15%.
- Ensured high data integrity with careful cross-verification.

2017-2018

OFFICE EXECUTIVE
CASPIAN MANAGEMENT SERVICE LLP

- Managed daily office operations, ensuring smooth workflow and efficiency.
- Coordinated meetings and appointments, improving scheduling efficiency by 20%.
- Maintained accurate records, files, and databases with 100% data accuracy.
- Handled correspondence, emails, and phone calls, ensuring timely communication.

EDUCATION

2013 - 2015

Calicut University
M SC Botany

2010 - 2013

Calicut University
B SC Botany

PERSONAL PROJECTS/AWARDS & ACHIEVEMENTS

NCC C & B Certificates in College Level

OTHER

- Languages: English (Proficient), Malayalam (Native), Hindi (Advanced), Tamil (Intermediate)
- Technical Skills: Point of Sale (POS), Tally with Gst, Ms Office, Data Entry Office, Secretary/ Pro Training
- Personal Skills: Collaboration and Teamwork, Reliability, Ethical Responsibility, Administrative Skills, Strategic Thinking, Ownership of Issues, Creative Thinking, Flexibility, Honesty, Workflow Optimization