





# Rohan Kumar

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 Dubai, UAE

## SKILLS

- Customer Service
- Product knowledge
- Complaint resolution
- Customer complaint management
- Customer queries
- Internal department communication
- Sales support
- Customer communications
- Leadership skills

## EDUCATION

03/2017 - 03/2018

**London School of business and Finance** | Singapore  
Diploma: Hospitality and management

03/2019 - 05/2020

**Stan fort Academy** | Singapore  
Higher National Diploma: Hospitality Management

03/2013 - 03/2014

**Government senior secondary school** | Hoshiarpur  
Associate of Science: Non Medicals

## LANGUAGES

## PROFESSIONAL SUMMARY

Enthusiastic Customer Service and Tele sales Representative with in-depth knowledge of sales, account management and training. Provide superior customer service and resolve all issues quickly and with positive attitude. Flexible customer service team member focused resolving customer concerns and enquiries. Skilled at accurately documenting call details, preparing reports and organising documentation. Offers helpful answers and relevant information to retain business.

## WORK HISTORY

04/2023 - Current

**Customer service representative**

**Rokun Al salam** | Dubai, UAE

- Helped resolve client problems quickly with superior customer service.
- Responded to telephone and in-person requests for information.
- Collected and processed payments.
- Maintained routine communication with clients to assess overall satisfaction, resolve complaints and promote new offerings.
- Replenished store inventory regularly, monitoring stock demands to appropriately address customer needs.
- Resolved customer issues using strong interpersonal skills and conflict resolution techniques.
- Offered prompt solutions to maintain customer satisfaction.
- Obtained feedback from customers to improve service experience.

10/2017 - 12/2022

**Customer service officer**

**V Styles Designs** | Singapore , singapore

- Listened to customer needs and preferences to provide targeted advice, increasing sales opportunities.
- Assisted customers in locating specific items to boost satisfaction.
- Operated cash registers with accuracy and processed cash and card transactions.

English

Advanced

Hindi

Fluent

- Prepared orders for customers with wrapped, bagged and boxed items.
- Processed returned or exchanged items and provided refunds to customers.
- Replenished floor stock and processed deliveries promptly, maximising product availability for customers.
- Conducted stock checks, faced-up shelves and recorded out-of-stock items to fulfil customer demand.
- Performed daily opening and closing functions and inventory management.
- Went above and beyond by helping customers to locate stock, making bespoke orders where possible.
- Demonstrated product usage and features to customers.
- Implemented weekly promotional newsletters using Mailchimp, resulting in increased lead generation.

01/2015 - 01/2017

### **Operations assistant**

**Guru Nanak Enterprise Pvt. Lmt** | Hoshiarpur , India

- Assisted with day-to-day operations of facility, including scheduling and customer service.
- Responded to inquiries, providing information and assistance to team members.
- Served as main point of contact for customers, providing high levels of customer service to maximise sales potential.
- Oversaw and trained clerical support staff to accomplish challenging objectives.
- Drafted documents and reports for management review.
- Assisted with resource allocation to meet forecasted business needs.
- Photocopied and printed presentations and reports for meetings.
- Screened incoming phone calls and relayed detailed messages.
- Scheduled meetings, conferences and appointments.
- Prepared professional business correspondence on behalf of senior staff and organization.
- Sourced and ordered office supplies within allocated budget.

## **HOBBIES AND INTEREST**

- Listening Music
- Playing & watching Footing

## **REFERENCES**

References available upon request.