



# KRISHNADAS T

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Musaffah36, Abu Dhabi, United Arab Emirates

## PROFESSIONAL SUMMARY

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Diligent professional with a Mechanical Air Conditioning background from NIE Technical Institution, leveraging comprehensive skills in customer service and operations. Demonstrated expertise in after-sales service, local purchase management, and CRM. Known for strong communication, problem-solving, and exceptional service delivery.

## WORK EXPERIENCE

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### After Sales Executive

Lulu Hypermarket, Abu Dhabi

Jan 2023 - Feb 2024

- Managed after-sales operations, including customer service, home/shop deliveries, CRM, and service section oversight.
- Expertly coordinated Local Purchase Orders (LPOs) and AAA service, ensuring seamless procurement processes.
- Proficient in creating and managing extended warranties, enhancing customer satisfaction and loyalty.

### Customer Service Representative

Lulu Hypermarket, Abu Dhabi

Mar 2022 – Jan 2023

- Acquired valuable customer service experience, handling returns, exchanges, Lost and Found management, credit sales, and effectively addressing customer complaints.
- Organized Outlook and managed gift card/exchange voucher renewals, ensuring efficient customer service operations.

### Retail cashier

Lulu Hypermarket, Abu Dhabi

Jan 2019 – Mar 2022

- Operated POS system, processed transactions, and ensured accurate inventory management.
- Provided excellent customer service and upheld company standards for cash handling and sales procedures.

### Sales with Cashier

Aditya Birla Fashion Retail Ltd., Ernakulam, India Feb 2017 – Dec 2019

- Held dual roles as a salesman and cashier, demonstrating expertise in sales and cashier operations.
- Provided exceptional customer service, utilized cross-selling techniques, and efficiently managed cash transactions.

## EDUCATION

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- **Diploma Air Conditioning & Refrigeration**

NIE Technical Institute Chungathara, India

Jul 2015 - May 2016

- **High Secondary Examination Certificate (Humanities)**

Gov High School Adakkakundu, India

Jun 2013 - Dec 2015

## PROFESSIONAL DEVELOPMENT CERTIFICATION

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- **Salesforce for Administration**

LinkedIn Learning Certificate, 2024

- **B2B Sales Foundations**

LinkedIn Learning Certificate, 2024

- **ServiceNow: Basic Administration**

LinkedIn Learning Certificate, 2024

- **Executive Leadership**

LinkedIn Learning Certificate, 2024

- **Retail Customer Service**

LinkedIn Learning Certificate, 2024

- **Nano Tips for Using Excel with Kat Norton**

LinkedIn Learning Certificate, 2024

## KEY COMPETENCIES

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- Coordination local Purchase Orders
- Delivery coordination for Home and Shop
- Service Advising and Extended Warranty Service Handling
- Customer Relationship Management
- Return and Exchange Management

- Exceptional Customer Service
- Point of Sale (POS) Management
- Lost and Found Management
- Cash Handling
- Article Sales Records